

Contact us

You can contact us

Monday to Friday
9am – 5pm
on **020 8836 8631**

Fax: 020 8836 8643

Or write to us at:

Neuro Rehabilitation Team
Community Assessment
& Rehabilitation Service
Memorial Hospital
Shooters Hill
London
SE18 3RZ

Confidentiality

All our staff abide by a strict code of conduct on confidentiality. We will only share information with those who need to know in order to provide good quality care, but will usually discuss this with you first.

Your opinion matters

We are committed to providing the highest standards of care, so we welcome your views on the services we provide. PALS is a free, confidential service which helps patients, families and carers deal with any concerns about the treatment and care we provide.

Email: oxl-tr.pals@nhs.net

Tel: 0800 9177159 (freephone)
(not free from mobile phones)

Monday to Friday 9am to 5pm
(answerphone available)

Raising concerns

Your complaints, comments and suggestions help us improve the services we provide.

Email: oxl-tr.complaints@nhs.net

Tel: 01322 625751

Accessible information

If you'd like a large print, audio, Braille or a translated version of a leaflet, then please ask a member of staff.

Additional health information

For additional health information and tips on living well, please visit www.nhs.uk.

Oxleas NHS Foundation Trust

Pinewood House
Pinewood Place
Dartford
Kent DA2 7WG

Tel: 01322 625700

JULY 2018 OX360



Greenwich Neuro Rehabilitation Team Adult community services

Information for patients and carers

oxleas.nhs.uk

Date	Time	Therapist name

Rehabilitation appointments

One of our Neuro team will arrive anytime within a 2 hour time slot. Please call us 24 hours in advance if you need to cancel or change an appointment. Please note that if you do not attend your appointment or cancel two appointments without advanced notice, you will be discharged from the service.



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oxleas.nhs.uk



Oxleas
NHS Foundation Trust

The Neuro Rehabilitation Team is part of the Community Assessment and Rehabilitation Service.

Who we are

We are a specialised team of rehabilitation professionals. We offer help to people with neurological impairments to enable them to lead an independent life in the community.

Our team includes:

- physiotherapists
- occupational therapists
- speech and language therapists
- psychologist
- neurology matron
- therapy assistant practitioners.

We work closely with other local services in the Royal Borough of Greenwich, including leisure services, social services, the voluntary sector and other patient organisations.

The service is for you if you:

- are over 18 years old
- live in Greenwich and are registered with a GP in Greenwich
- have a neurological condition
- are able to participate in rehabilitation. This means being able to identify areas you want to work on and actively participate in exercise/practise towards your goals

What we offer

Our aim is to help you maximise independence in your daily life so that you can do the things you want to do. We will work with you in your own environment: at home, in your day centre, or at work. We can work with you, your family, friends or carers.

There are specialists on our team who can help with specific issues, like returning to work.

We will visit for an initial assessment, to help us get the bigger picture and understand what is important to you. This will help us decide with you who on the team you need to see.

We will agree goals to work towards in rehab and plan together what you need to do to reach your goals.

The goals we set will be time-limited. We will regularly review progress together and this will guide how long we work with you.

What you can expect from us

Whenever you have contact with our service, you will be treated with courtesy, honesty, respect and dignity. We will work with you and involve you in decisions. You are welcome to ask questions at any time.

We will treat everyone equally, fairly and with respect, regardless of their race, disability, gender, sexuality, religion or age.

Our staff carry a form of identification with their name and an NHS logo on it.

We will ensure that your personal matters are kept confidential. All written records about you and the service provided are stored securely. Staff have a duty to inform their manager of any discussions or incidents that put you at risk, or if you decline all or part of the service.

We will ensure that our staff are trained to work safely with you. They will make an assessment of the areas they work in and identify potential hazards or risks.

We may have to ask for your cooperation in organising a safe environment for you and our staff, eg moving furniture or ordering special equipment. We will always discuss with you and your carer when safety measures are necessary.

How to access the service

You can be referred to our service by:

- hospital
- your GP
- your neurology consultant
- another agency who you work with.

Please note that we are not an emergency service. If you need help urgently, please contact your GP.