

What if I feel unwell?

If you are unwell whilst you are at home, telephone your GP in the normal way or call **111**.

Will I have to pay for this service?

You do not have to pay for the Rehabilitation Service.

If you need on-going home care then you may be charged for this service in line with the London Borough of Bromley's Fair Charging Policy.

You can find out more about this policy online:

bromley.gov.uk/homecarecharges

Please ask a member of staff if you would prefer written information.

Useful contact numbers

Home Pathway: 020 8315 8989

Bromley Social Services: 020 8461 7777

Bromley Age UK: 020 8315 1850

NRS: 0300 100 0253

Transport: 0203 299 6886

**Bromley
Healthcare**
better together

The Rehabilitation service is provided by Bromley Healthcare, an award-winning social enterprise working with the NHS, delivering a wide range of community healthcare services to people of all ages in Bromley and its neighbouring boroughs.

We provide a wide range of nursing, medical and therapy services for adults and children. These include District Nursing, Health Visiting, Speech and Language Therapy, Physiotherapy and Occupational Therapy. 98% of our patients would recommend our services to their friends and family.

Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Central Court
1b Knoll Rise
Orpington BR6 0JA

020 8315 8880

bromh.feedback@nhs.net

bromleyhealthcare.org.uk

Bromley Healthcare Community Interest Company Ltd
Company no: 06815987 Registered in England
Registered office: Central Court, 1b Knoll Rise, Orpington BR6 0JA

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**Rehabilitation Service
Home Pathway**

Bromley Rehabilitation Home Pathway supports people at home who have been discharged following hospital or inpatient rehabilitation stay. This leaflet tells you about the service in your home.

We can offer you support at home for a few days when you are discharged from hospital and identify your ongoing needs.

Who are we?

We are a community-based team who work with hospital staff to help people to manage the change from being in hospital to being at home.

We can provide our service to you if you live in Bromley or are registered with a Bromley GP and need rehabilitation support. Our team includes occupational therapists, physiotherapists and rehabilitation assistants. We will work with you to help you return to your daily activities and offer further rehabilitation where necessary.

What happens next?

A member of the team will visit you at home on the same day you are discharged from hospital (unless you would rather be visited the following day).

How long will I receive care from the team?

Returning home after being in hospital can be difficult, especially if you have difficulty getting around or doing things for yourself.

We will support you for the first few days, visiting up to three times a day. You may notice as you get better, we will visit less often to ease you back into your normal routine. This will be reflected in a rehabilitation diary that will be left in your home.

After this you will either be well enough to continue without the need for extra help, or we may offer some additional rehabilitation. We might also refer you to another service such as the council's social services or another health service for ongoing support..

What kind of support will the team give me?

Examples of support we provide include:

- Exercises to help you become stronger
- Equipment to help you get around and live independently at home

- Guidance and support with personal care (including washing and dressing)
- Guidance and support to make meals and other daily activities

You may want help with other activities that are not on this list. Please let us know how we can help you when we visit and we will do all we can to help, or find help from other services.

We also give advice about other services that may help you, and referrals to them if you would like them.

This service does not support domestic chores such as shopping, cleaning and laundry, but can provide you with information on how to set this up privately.

Please be aware that our staff will not administer medications. Patients must be able to self-administer medications independently or with prompting in order to be accepted into the service.

How do I contact the team once I am home?

You can call the Home Pathway Team office 7 days a week 08:00-18:00 (after this, messages can be left but may not be picked up until the next morning).

If you need emergency assistance with home based care such as support with a catheter, stoma or wound, outside of these hours, please call: **111**