

I've heard this service called 'intermediate care' - what does this mean?

"A short-term intervention to preserve the independence of people who might otherwise face unnecessarily prolonged hospital stays or inappropriate admission to hospital or residential care. The care is person-centred, focused on rehabilitation and delivered by a combination of professional groups"

The King's Fund 2002

How will we plan for me to go home?

Planning for you to return home (often referred to as 'being discharged') starts quite early during your stay and we encourage your family to be involved. You, your family and the team will discuss your return home and answer any questions you have.

We will agree an "Estimated Discharge Date" at the beginning of your stay. The team will work with you to agree what support you may need and work towards this date. If this date needs to change we will discuss this with you.

Write any questions you may have here. You can talk to anybody in the team about them:

**Bromley Healthcare
Rehabilitation Service
Lauriston House
Bickley Park Road
Bromley
BR1 2AZ
020 8295 3000**

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.

Global House
10 Station Approach
Hayes
Kent BR2 7EH
contact@bromleyhealthcare-cic.nhs.uk
www.bromleyhealthcare.org.uk

Bromley Healthcare Community Interest Company Ltd
Company no: 06815987 Registered in England
Registered office: Global House, 10 Station Approach, Hayes, Kent, BR2 7EH

**Bromley
Healthcare**
better together



Rehabilitation Service

Supporting patients to leave hospital and become as independent as possible

Our
service at
Lauriston
House



NHS
Bromley
Clinical Commissioning Group

About this service

Bromley Rehabilitation service supports people at home and also at Lauriston House.

This leaflet tells you about the service at Lauriston House.

Why am I here?

We are offering you rehabilitation at Lauriston House to help you recover after a stay in hospital—perhaps because you're not quite ready to go home yet, but you don't need to be in hospital any more.

How will you help me?

We will encourage, help and support you to become as independent as possible before you return to where you live. The team may include:

- A visiting GP
- Qualified nurses
- Occupational therapists
- Physiotherapists
- Rehabilitation and nursing assistants
- Care managers

How long will I stay?

Your stay will depend on your own needs and on how well you progress. You may only need to stay for a couple of weeks, but sometimes you may need our help for longer.

Once you are safe to be at home, if you continue to need rehab, this will take place in your own home.

What do I need to have with me?

- Clean clothing including underwear, socks, footwear, day and night clothes
- Toiletries such as shampoo, tissues, toothbrush and any grooming items
- Money in case you want to visit the hairdresser

How will the team work with me?

We will talk to you and carry out assessments to plan your rehabilitation. We will also set some goals—things you want to achieve to help you recover. The whole team will work with you to help you to achieve these goals and your progress will be reviewed regularly.

The **physiotherapist** will provide you with an exercise programme, or carry out sessions in the gym, to help you improve your strength and balance.

The **occupational therapist** may show you how to carry out tasks in a different way or introduce you to a simple piece of equipment to help you regain your independence. We also run group sessions. These may be an activity or a social group.

The **nurses** will look after you while you are undertaking your rehabilitation.

Care managers are part of the local social services team and are available during office hours if you need support or have questions. They will also be able to discuss any on-going care you may need.

Services of other health care professionals can be accessed as required during your stay.

What will a normal day be like on the unit?

- You will be offered help with washing and dressing, if you need it.
- You will be encouraged to go to the dining room for breakfast each morning.
- You may be involved in various rehabilitation sessions depending on your needs and agreed goals.
- Occasionally we have visiting entertainers.
- Lunch and dinner are served in the dining room at 12-1pm and 5-6pm.
- We encourage you to eat these meals in the dining room, meet and talk to other people staying with us and move around as much as you can.
- Daily visiting hours are 2-8pm but need to be flexible around your exercise programme and meals.
- The day room has a TV, DVD player, and selection of DVD's, reading material and games for use when you are not attending rehabilitation sessions.

What will I be expected to do?

Your rehabilitation sessions are designed to help you recover after your stay in hospital and you will get as much out of them as you put in!

Our aim is to make your rehabilitation as enjoyable as possible— if you have any questions, concerns or your own suggestions about activities that you like, please let us know.