

Rapid Access Therapy Team

8am - 6pm (7 days a week)

020 8315 8750

Useful Contact Numbers

Rapid Access Therapy Team

020 8315 8750

Bromley Healthcare's Care Coordination Centre

0300 330 5777

St Christopher's Hospice

020 8768 4500

Bromley Social Services

020 8461 7777

Bromley Age UK

020 8315 1850

Bromley Well

0300 330 9039

Medequip

020 8319 5680

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. (Available 24 hours a day)

**Bromley
Healthcare**
better together

The Rapid Access Therapy Team 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 other areas.

Bromley Healthcare provides 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. An amazing 98% of our patients would recommend our services to their friends and family.

Tell us what you think

We would love to hear from you if you're happy with your care. Why not thank the team and let them know they're doing a good job? We look forward to your compliments or congratulations if you've been satisfied with our service.

Of course, we want you to be happy with the service you receive from us, but we know that ever so often something might go wrong. If you're unhappy with the care you have received or an element of our service, we want 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
1 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, 1 Knoll Rise, Orpington BR6 0JA
BHCRA1220

NHS



Rapid Access Therapy Team

Provided by Bromley Healthcare

Rapid Access Therapy Team (RATT)

The RATT provides assessment and treatment to support you in your own home. This team helps prevent unnecessary admission to hospital by helping you to remain at home through the provision of urgent therapy care and support.

Many people prefer to be treated at home rather than in hospital. To make this possible, we have designed the RATT service, which provides assessment and treatment to support you in your home environment. Where appropriate, this service enables you to remain safer at home with extra input allowing you to avoid having to go into hospital.

This leaflet explains what the RATT service is and how it works. If you have any further questions, please speak to a member of the team caring for you.

What is the RATT?

RATT is a new service developed by Bromley Healthcare, in collaboration with Bromley CCG and London Borough of Bromley, as part of the NHS' Long Term Plan to support England's ageing population and those with complex needs.



It is different from the home service provided by community therapies because it is designed to offer more urgent clinical support for a maximum of 4 days.

Who will be involved in my care?

A RATT clinician will coordinate your care. The RATT service includes, Physiotherapists, Occupational Therapists and Rehab Assistants, who will visit you at home and provide the treatment that you need. They will keep in touch with your GP and any hospital staff looking after you, where appropriate.

Why have I been referred into the RATT?

You have been referred to the RATT because:

We believe you are at risk of having to go into hospital. The RATT service can help you stay as safe as possible at home, to avoid you having to go into hospital.

OR

You have recently had a fall or are in urgent need of therapy input or equipment, which can be best provided by RATT.

How does it work?

Once you are referred to the service, a member of the team will visit you at home to carry out an assessment and discuss the treatment that you need.

The team will act as a liaison between acute and community care, by identifying the most appropriate onward referrals and initiating integrated care pathways.

What if I become unwell?

If you become unwell, whilst under our care, you should contact your GP and notify the Rapid Access Therapy Team on **020 8315 8750** between 8am - 6pm.

Should you become unwell overnight (between 6pm and 8am) you should call **111** or for an emergency call **999**.

If you are treated by another GP or medical professional/paramedic while you are being seen by the Rapid Access Therapy Team service, please make them aware you are in our care and show them this leaflet.