

Your comments are welcome

If you would like to give us feedback, please speak to a member of staff or fill in a comments form at reception.

If you wish to make a formal complaint please contact our Customer Services Department:

Customer Services Department

Livewell Southwest
Room AF3, Local Care Centre
200 Mount Gould Road
Plymouth
PL4 7PY

Tel: 01752 435201

Email: customerservicespch@nhs.net

Quality

If you would like further information on how our team ensures that we continue to provide a quality service, and care for our patients, please ask your therapist for a copy of our Care Quality Commission leaflet.

If you have any concerns about your therapy or treatment programme, you should contact your therapist, or the team manager. If you have concerns about your general health, you should contact your GP.

Smoking

Livewell Southwest has a No Smoking Policy. Smoking is not permitted in our buildings or our grounds. For the protection of our staff, we ask that you provide a smoke free room if a member of staff visits you at home

Therapy Unit Outpatient Team

Therapy Unit

Ground Floor
Mount Gould Local Care Centre
Mount Gould Road
Plymouth
PL4 7QD

Tel: 01752 434810

Monday - Friday, 8:30am - 4:30pm

www.livewellsouthwest.co.uk



Livewell Southwest



@livewellsw

Supporting people to be Safe, Well and at Home

Livewell
Southwest

The Therapy Unit team

The therapists and support staff work with patients to provide individual programmes of rehabilitation.

The team includes:

- Physiotherapists: help you to work on improving muscle strength, movement, balance and other physical problems
- Occupational Therapists: help you to increase your independence in meaningful daily occupations such as caring for yourself, engaging in leisure activities and going to work.
- Therapy Support Workers: assess for equipment; carry out therapy programmes set up by a therapist and help with practice of tasks

Appointments are arranged at mutually convenient times. We try to give as much notice as possible for appointments. If you have been on our waiting list for a long time, you may be contacted at short notice when someone else cancels their appointment. This is to try and reduce the length of time anyone waits for therapy assessment.

How the Therapy Unit team can help you

You will be seen in the Therapy Unit if you:

- have a physical or cognitive problems because of a neurological diagnosis;
- have problems with your balance or walking;
- are able to travel

Each therapist will carry out an assessment, then discuss and agree a treatment programme with you to suit your needs.

You must let us know as soon as possible if an appointment needs to be cancelled.

If you do not tell us that you are unable to attend, you may be discharged from treatment.

Please see the back of your appointment letter for our attendance policy.

The role of the team is to:

- Provide treatment to improve function or prevent deterioration
- Continue treatment after discharge from hospital
- Help avoid admission to hospital if possible
- Provide specialist advice and education, to support management of a neurological or long term condition

What you can expect

Please dress appropriately for a physical assessment. Please bring information about medication and any medical conditions.

We encourage you to be involved and ask questions about your treatment, to enable you to continue with therapy at home, on your own, or with the help of a carer.

Please think about why you have been referred for therapy and what you would like to achieve. Our therapy is usually short-term and focussed on helping you reach specific goals.

Confidentiality

All our staff are trained to respect confidentiality. We may need to share information with other people helping you. If you are concerned about this please talk to our staff.