

Our Commitment To You

The therapists and our support staff in the Falls Therapy Team have a wide range of skills and experience and work well together with patients and families to provide individual programmes of rehabilitation.

The Team includes:

- ◆ Physiotherapists
- ◆ Therapy Support Workers
- ◆ Therapy/Admin Assistant

Appointments are arranged at mutually convenient times. We aim to arrive within half an hour of the arranged visit time. All team members carry identification cards. We urge you to ask for identification before admitting anyone into your home. We will wear PPE to maintain your and our safety during assessments and any subsequent visits as required.

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.

Supporting people to be Safe, Well and at Home

Livewell Southwest. Company Registration Number 07584107.
Registered in England and Wales.
Registered Office Local Care Centre, 200 Mount Gould Road,
Plymouth. PL4 7PY

Smoking

Livewell Southwest has a No Smoking Policy. Smoking is not permitted in our buildings or our grounds, with the exception of mental health residential units, where smoking is permitted by service users in grounds only. For the protection of our staff, we request that you provide a smoke free room when receiving a visit from an NHS staff member in your place of residence.

Your Comments Welcome

We welcome your views on our service. If you have any please tell our staff or if you prefer you can speak to the Patient Advice and Liaison Service (PALS) confidentially on Telephone: 01752 211818.

If you wish to make a formal complaint you can contact our Complaints Department on Telephone: 01752 314168. For more information on PALS or our Complaints Department please talk to our staff.

Information about the Care Quality Commission (CQC) is available from website: www.cqc.org.uk or telephone: 03000616161

Contact details

Falls Therapy Team

Tel: 01752 434732 (24 hour answerphone)

Email: livewell.fallstherapyteam@nhs.net



Livewell Southwest



@livewellsw



Falls Therapy Team



**Falls Therapy Team
First Floor
Beauchamp Centre
Mount Gould Hospital
Mount Gould Road
Plymouth
PL4 7QD**

Mon– Fri 8.30am to 4.30pm

We support people to lead independent, healthy lives



Caring For You

The Falls Therapy Team aims to ensure clients receive the most appropriate assessment, treatment, advice and information to reduce the risk of falls in the future and to maximise their confidence and independence.

You will be contacted by the Team as we have received a referral from the Llvewell therapy triage hub for a physiotherapy assessment.

The Falls Therapy Team will carry out an assessment with you at home and discuss with you a plan of therapy intervention.

We can provide a treatment programme for you to follow in your own home and education sessions. These may be virtual meetings if suitable.

The treatment program will contain seated and standing exercises for improving flexibility, posture, strength and balance.

The education and information sessions will be on topics relating to falls and bone health.

Due to the current COVID 19 situation, we will be unable to undertake group sessions at this time.

Follow up sessions may be over the telephone, virtual i.e. secure facetime, or 1:1 sessions as required.

A guide to your care

The Falls Therapy Team will:

- ◇ Assess
- ◇ Treat
- ◇ Advise

Providing:

- Treatment to improve function or to help prevent deterioration of your condition.
- Advice on techniques and equipment to enable you to manage your daily living activities safely with more confidence.
- Advice on maintaining healthy bones.
- Advice on ways to prevent or reduce further falls in your home and outside.
- Information about community services and exercise/activity groups.
- How to cope with a fall including getting off the floor.

How you can help us

We encourage you to be involved and ask questions about your treatment to enable you to continue with the programme on your own.

To gain improvement it is important to carry out exercises as prescribed.

We appreciate it if we are informed as soon as possible if a visit needs to be cancelled.

Please inform us as soon as possible if you have a suspected or confirmed case of COVID19; or develop symptoms of a cough, fever, or loss of sense of smell or taste.

If you have any concerns about your condition or treatment programme you should contact the team or your G.P.

If you require this information in a different format or language please contact the Public Information Service on Telephone:

01752 272511