

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.

Smoking

Livewell Southwest has a No Smoking Policy. Smoking is not permitted in our buildings, 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 home visit. Please do not smoke while your therapist is visiting.

Compliments, comments and complaints

If you'd like to compliment, comment or complain about our service please contact our Customer Services Department:

Customer Services Department

Livewell Southwest
Crownhill Court
Tailyour Road
Plymouth PL6 5DH

Tel: 01752 435201

Email: customerservicespch@nhs.net

Friends and Family Test

We would be grateful if you would complete a survey based on your experience of this service - please use the code 1543.

www.iwantgreatcare.org/trusts/livewell-southwest

Contact details

West Therapy Team

Tel: 01752 434195 (24 hr answerphone)

Monday - Friday, 8am - 5pm

www.livewellsouthwest.co.uk



Livewell Southwest



@livewellsw

West Therapy Team

Therapist Name.....

.....

Appointment Time

.....

We support people to lead independent, healthy lives

Caring for you

The West Therapy Team aims to provide a treatment programme in your own home. We will visit you if you are an adult with physical health problems and difficulties which means you:

- Are unable to travel for treatment
- Have problems specific to the home environment
- Need help in the transition from hospital to home

As your abilities improve we may suggest you also receive treatment within our outpatient department.

You can see any member of the West Therapy Team by talking to your doctor or another professional who may make a referral on your behalf.

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 health professional for a copy of our CQC leaflet.

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.

We appreciate it if we are informed as soon as possible if a visit needs to be cancelled. Please call us using the telephone number on the back of this leaflet.

A guide to your care

The concept of the West Therapy Team is to:

- Assess
- Treat
- Advise

Each therapist will carry out an assessment with you to discuss and agree your treatment goals and care plan.

The role of the team is to:

- Provide treatment to improve function or prevent deterioration
- Continue treatment on discharge from hospital
- Avoid admission to hospital where ever possible
- Monitor/advise if you have a long standing illness

Our commitment to you

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

The team includes:

- Physiotherapists
- Occupational Therapists
- Therapy Support Workers
- Assistant Practitioners
- Administrative Support Team

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.

What if I have any concerns?

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

Should you or anyone in your family be unwell at the time you are expecting a therapy visit, please inform the office as we may have to re-schedule your appointment.

Re-referral

Should you require further therapy intervention in the future then please liaise with your GP or self refer through the Livewell Referral Support Service by calling 01752 306900.