

What is the role of the Integrated Therapy Team?

An information guide



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The Integrated Therapy Team (Physio's and Occupational Therapists) look at ways to promote and support your independence in everyday activities.

Activities may include things like getting out of your mobility, getting out of your armchair, making your meals, getting washed and dressed or getting out and about to social activities

Dependant on your individual needs, therapy may include:

- Practising your mobility and everyday activities to help you improve and/or regain independence before you leave hospital.
- Teaching you new techniques to enable you to manage your day to day activities.
- Referrals/liaison with other specialist and community services to help you to accomplish goals after leaving hospital.
- Equipment provision or advice to make everyday activities easier.
- Advice and education on managing everyday activities with specific health conditions.
- Helping you to reduce risk and support independence in your own environment, this may involve a visit to your home.
- Information and advice on how to access community equipment and support services.

Any interventions will be planned with you and will only be undertaken with your consent and agreement.

What does the Integrated Therapy Team wear?

Qualified Occupational Therapists (OTs) wear dark green trousers and a white tunic/top with a green trim. Occupational Therapy Assistants (OTAs) wear dark green trousers and a dark green tunic/top with white trim. Qualified Physiotherapists (PT's) wear navy trousers white tunic/top with a navy trim. Physiotherapy Assistants (PTAs) wear navy trousers and a light blue tunic/top

Planning for discharge

The Integrated Therapy Team will work with you and other members of the hospital team to make the necessary arrangements to support your discharge.

It may be that not everything needs to be in place prior to your discharge, often we refer to our partners in the community to support your ongoing needs once you return home.

Community services may include:

- Your own GP.
- Community based occupational therapists.
- Community based physiotherapists.
- Community rehabilitation in your own home.
- Community rehabilitation in a non-hospital setting.
- Reablement/social care agencies.

It is important that you or your family talk to us about any concerns you have as early as possible so we can support you in leaving the hospital as soon as you are ready.

Patient advice and liaison service

The Patient Advice and Liaison Service (PALS) acts on behalf of service users, families and carers to negotiate prompt solutions and help bring about changes in the way that services are developed.

As well as providing a confidential advice and support service, PALS will help guide you through the different services available from the NHS.

Telephone: 0161 604 5897

Email: pals@pat.nhs.uk.

Alternatively you can write to: PALS, IM&T Building, North Manchester General Hospital, Delaunays Road, Crumpsall, M8 5RB.

Comments and complaints

We want to learn from comments and complaints about our services. If you have any, please speak with a member of staff. Every effort will be made to resolve any concerns and complaining will not cause any difficulties in your care with us.

You can also contact our Complaints Department via post at: Complaints Department, IM&T Building, North Manchester General Hospital, Delaunays Road, Crumpsall, Manchester, M8 5RB

E-mail: complaintsoffice.trust@pat.nhs.uk

Telephone: 0161 604 5800

Integrated Therapy Department contact numbers:

If following discharge you have any issues regarding equipment issued during admission you can contact the therapy department to discuss your concerns:

Physiotherapy - 0161 778 3523

Occupational Therapy - 0161 778 3912

Useful numbers:

For further information if you are struggling and feel you need support after leaving hospital you can contact your local social services department to seek support.

Bury Social Services: 0161 253 5151

Oldham Social Services: 0161 770 7777

Rochdale Social Services: 0300 303 886

Rossendale Social Services: 0300 123 6720

Notes:

Notes:

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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