



Welcome to Henderson Rehabilitation Unit

**Information for people in our care,
families and carers**

Service provided by

Sirona
care & health

Welcome to Henderson Rehabilitation Unit

You have transferred to Henderson Rehabilitation Unit for further rehabilitation to help you safely return home, or to an alternative setting such as a care home.

Our multidisciplinary team will work with you each day to make sure your recovery is as quick as possible, and you feel able to do as much as you can on the unit for yourself. We will work together with you, your family and carers to make sure we provide you with the support needed to make you as independent as possible before going home to continue your rehabilitation.

We look forward to working with you to achieve your goals.

Who's in the multidisciplinary team on the unit

- Unit Manager
- General Practitioner
- Advanced Clinical Practitioner
- Social Worker
- Nurse
- Discharge Coordinator
- Healthcare Support Worker
- Rehabilitation Support Worker
- Unit Administrator
- Occupational Therapist (OT)
- Physiotherapist
- Domestic Assistant
- House Keeper
- Volunteer

There are no doctors based on site, but GPs from Severn View Family Practice provide medical care during surgery hours.

Out of hours (evenings weekend and bank holidays) medical care is accessed through the Brisdoc out of hours service. During your stay, a GP from Severn View will have medical responsibility for your care.

Our commitment to you during your stay in Henderson Rehabilitaton Unit

- We will keep you safe
- We will ask you what you want to be called and will always use that name
- We will always give you our name when we are involved in your care
- No care or treatment will be given without you agreeing to it
- We will be polite and friendly at all times
- You will be treated as an individual and you and your family/ carers will be fully involved in decisions about your care and treatment
- We will look after the people who look after you and will only tell them things about your care and treatment if you say we can
- We will only share your health information with those who need to know
- We will respect and support your religious and/or cultural beliefs in the best way we can
- We will work as a team to make sure your care and treatment is of a high standard and meets your needs
- We will say sorry if we have made a mistake
- We will answer your call bell as quickly as we can and make sure that there are enough staff on duty to do this
- We will give you every opportunity to ask us questions and give us your feedback so we can continue to improve.

Spiritual needs

Please inform a member of staff if you require food or clothing in accordance with your particular spiritual needs, or if you wish to see your own spiritual leader.

What to expect whilst you're with us

(this will vary between individuals and will be discussed in person with you)

During your first few days on the Unit a number of assessments will be completed to identify your rehabilitation goals and nursing needs. Following this, we will work closely with you and your family/carers to create an individualised treatment and care plan. From our first assessment we will discuss your goals and expectations and plan your discharge from hospital.

The Unit staff meet daily to ensure all members of the team are up to date with your goals and are working towards these.

There is a regular round with our Doctors and Advanced Clinical Practitioners (ACPs) and this is an ideal opportunity for you to raise any questions you may have around your medical care.

Whilst on the Unit we will encourage you to:

- Wash and dress as independently as possible, and we will help and support you to do this.
- Go to the Dining Room to have lunch, watch TV and chat to family/friends.
- Take part in activities and groups such as our seated exercise group, breakfast/lunch club and other activities.
- Ask questions about your care, your goals and your stay.

You will see a member of the therapy team regularly which may include 1:1 sessions, group exercise sessions, or joining activities in the dining room.

The therapists work closely with the nursing and support staff to ensure you continue your rehabilitation throughout the day. We will be making sure you are doing everything you can for yourself whilst you are on the Unit, with help, support and guidance given for those tasks that you may be finding difficult.



Things you will need whilst you are staying with us:

- Comfortable day clothes
- Underwear
- Nightclothes
- Shoes/Sandals/ Fully supported slippers
- Toiletries: Soap, toothpaste etc.
- Activities:
Books, crossword or other activities that you usually do

Please discuss with a member of staff if you do not have access to these essentials.



General Advice About Medicines

Some medicines may have unwanted side effects; many are minor, harmless or short lived but do tell us if you are troubled in any way.

Please do tell us about any allergies or adverse reactions. Some medicines may have unwanted side effects: many are minor, harmless or short lived but do tell us if you are troubled in any way.

We will make sure that you know about any possible side effects and will discuss any medication changes with you



Smoking

To protect the people in our care, colleagues and visitors from the harmful effects of smoking, all our hospital sites are smoke-free. Please do not smoke or vape at our Units, including all areas of the grounds, car parks and vehicles.

If this will cause difficulties for you, please talk to staff and we can provide support if needed.



Visitors

Your visitors are always welcome on the Unit and play an important part in your recovery process. Visitors are welcome at any time between 11am and 7pm but please avoid service user meal times where possible. Visiting outside of the above hours is at the discretion of the nurse in charge

We request that visitors are supportive of any therapy or interventions that take place during the time they are on the Unit. We encourage family/ carers to liaise with staff for regular updates about your care and goals.



Phones, radios and other information

You can use your mobile phone on the Unit, but please remember that the person in the next room/ bed may be resting, so have the volume lower than you might normally do at home.

Wi fi is free of charge and staff will show you how to register for this.

When listening to the radio or watching something on your tablet/laptop please use headphones. We are happy to do a safety test on any devices that are not battery operated - this includes mains operated devices or chargers. If this is required please speak to a member of staff. support if needed



Food and drink

We have a nutritious, tasty menu and you can choose from a wide range of healthy meals and drinks. If you have any specific dietary needs then please let a member of staff know. We can also refer you to a dietitian if required.



We are happy for family members or friends to bring in snacks for you on the unit but this should be clearly labelled and date. Please consider the limited storage space available and be aware that we are unable to re-heat food in a microwave due to health and safety regulations.

We would ask you to not share your own food with your fellow patients. There are potential risks to their recovery as they may have special dietary requirements, you are not aware of.

Alcohol is not allowed on the Unit; if this is going to cause difficulties for you then please talk to us and we can refer you to colleagues if needed.



Valuables

You don't need to bring any items of value or large amounts of money with you. If you do have items of value please tell a member of staff who can arrange to keep them in a safe place.

This will be documented and you will be asked to sign a disclaimer form as we cannot accept responsibility for any loss or damage to personal belongings.

Washing clothing

We do not have the facilities to wash personal items so please make arrangements with family/carers for laundry. We can provide a bag for washing to be taken away in.



Planning to go home

We will work with you and your family so you can return home as soon as you are assessed as able to do so.. All our planning will be centred around you and your family/ carers. We will discuss this with all involved prior to your discharge date, and will include all appropriate community services to make sure you are well supported once you leave us.

You will be given information about this during your stay and we encourage you to ask questions if you need any more information to help you to make the best choices around your discharge.

As you are aware, rehabilitation and other hospital beds are a precious resource and in order for us to be able to provide safe care to people it is important that once you are able to return home, you do so in a timely manner.

This may be before you have returned to how you were before you were admitted to hospital but we will support your continued rehabilitation at home.

When you leave us on the date that has been agreed, we will ask your family/carers to come and collect you from the Unit (if this isn't possible, we can arrange hospital transport in some circumstances).

You may be given medication to take with you and this will be explained to you by one of our team. A letter will be sent to your GP so they know why you've had a stay with us and your progress.

Any follow up services that you need once home e.g. District Nurses or Community Rehabilitation will have been booked for you in advance so your discharge home should be safe and smooth.





Feedback

At any time during your stay you can ask questions or raise any concerns, please talk to us and we will try and resolve it straight away. There is always more senior staff on duty if you would prefer to speak to them.

If you are not satisfied with their feedback, please ask to speak to the Unit manager and they will be happy to assist you. You can also speak with our Customer Care team, who will be able to support you and advise you regarding more formal complaints processes, if you need to use them (please see details on the left).

When you leave you will be asked to complete a 'Friends and Family' feedback card and also a survey – we hope you will be happy to complete this and provide us with any feedback, both positive and negative, so we can improve our service.

Experience and Complaints Team

Experience and Complaints Team
Kingswood Civic Centre
High Street
Kingswood
BS15 9TR

Telephone (Direct):
0300 124 5400

Email:
sirona.experienceandcomplaints@nhs.net

Contact Details

Our Address:

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The Grace Care Centre,
Whitebridge Gardens,
Thornbury,
BS35 2FR

Telephone:

0300 125 6117/6116

Email:

henderson.ward@nhs.net





**Let us know what you
think and get involved**

T: 0300 124 5300*

E: sirona.hello@nhs.net

W: www.sirona-cic.org.uk

*Calls from landlines are charged up to 10p per minute; calls from mobiles vary, please check with your network provider. This is not a premium-rate number.

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