

## Making a referral

Referrals can be made by any healthcare professional, or by the person in need of the therapy service or a member of their family.

The referral will be assessed by a member of the team who will direct the referral to an appropriate professional. The community therapy team consists of:

- occupational therapists who will assist in regaining independence in home and local environment,
- physiotherapists to help regain movement, strength and mobility,
- mental health practitioners who will give support during a period of acute illness,
- assistant practitioners/therapy assistants to help in achieving set goals.

## Contact us

If you have any questions or would like to make a referral please contact: 01865 903 750

## Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: [EqualityandInclusion@oxfordhealth.nhs.uk](mailto:EqualityandInclusion@oxfordhealth.nhs.uk)

**Arabic** يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتنسيق مختلف.

**Bengali** আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

**Urdu** اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

**Chinese** 若要以其他語言或格式提供這些資訊，請與我們聯繫

**Polish** Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

**Portuguese** Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

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Community therapy

## Community Therapy Service

Information for patients and carers

## What is the Community Therapy Service?

The service provides rehabilitation for people who are having increasing difficulty in managing their normal daily activities or who need help to return to a previous level of ability following:

- deterioration in physical or mental health
- a recent illness or injury causing a decrease in ability to cope at home
- a recent hospital discharge where further treatment is needed to improve the person's ability to manage at home

The service is available for anyone over 18 years who is registered with an Oxfordshire GP. Mental health referrals are for people over 65 years or those who have a diagnosis of early onset dementia.

The Community Therapy Service is part of the wider Integrated Locality Team.

## Aims of the service

The service aims to increase or maintain a person's level of independence in all aspects of daily living to:

- prevent hospital or care home admission
- support discharge home from a hospital or care home
- maintain independence at home,
- improve quality of life

## Treatment location

Treatment may be offered in any of the locations detailed below, depending on need:

- community clinics which are based in local hospitals, social service day centres or community centres
- normal place of residence, for example home, care home, supported living environment
- intermediate care beds where a short period of supported living and therapy is needed

## What to expect from the service?

Patients can expect:

- an assessment of needs by discussion, observation and examination
- that a joint realistic treatment goal will be set
- a time limited course of treatment to reach set goals
- provision of basic equipment, regular progress review
- onward referrals and sign-posting to other services as needed, with consent
- secure storage of information in line with the 1998 Data Protection Act
- a risk assessment of the environment to be undertaken to ensure safe delivery of the service
- safe access arrangements to be made for our staff if the patient is unable to answer the door
- staff to seek consent from the patient to receive the service