

## Hounslow Community Recovery Service

The Hounslow Community Recovery Service will help you to recover after an illness, injury or health problem that changes your life. This could be any newly diagnosed or existing health problem.

It aims to restore your independence by helping you to learn new skills and to regain the confidence to look after yourself.

The service is delivered in partnership between Hounslow and Richmond Community Healthcare NHS Trust and the London Borough of Hounslow. It is a free service for local people.

It brings together specialist health and social care professionals into a single, integrated team who will:

- Assess your case and organise your care and support plan - a personal programme of care specially designed for you and your needs. This care plan will be agreed between yourself, and your family/carers. It will have written details of the help and support you will get from the members of the team.
- Teach you about living with and managing your own health condition.
- Help you regain health and independence.
- Involve you, your family or carers in all plans and decisions about your care.

## What kind of health & social care professionals will provide my care?

The team includes a range of professionals with special skills and experience, including:

- Assessors
- Physiotherapists
- Occupational therapists
- Social workers
- Specialist nurses (e.g. for Parkinson's and multiple sclerosis)
- Rehabilitation assistants
- Neuropsychologist
- Handyperson

## What types of support can I expect?

You will get personalised care and support tailored to your needs to help you to regain your daily living skills. Members of the team will work with you, your family or carers to set targets and timescales for you to achieve during your rehabilitation period.

The care plans will be different for different individuals. They could include:

- How the team will help you to be as safe and independent as possible with daily tasks such as personal care or meal preparation

- Therapy and support that will be provided by members of the team, such as a physiotherapist or occupational therapist.
- Advice and guidance on how your illness, injury or health problem might affect your life and how to manage it.
- You will have a named person to contact with questions or concerns.

Once your agreed care plan has been achieved, advice and referrals to other services which can provide you with any ongoing support required will be arranged.

## Where and when is care provided?

The team is based at Heart of Hounslow Centre for Health. Care and support will be provided in different community settings, such as in your home or at local health centres.

The service operates seven days a week between 8am – 8pm, to ensure you get the right support and care at the right time.

On receiving a referral, the Hounslow Community Recovery Service team will contact the person or carer within 48 hours, before an assessment and a personalised care plan is developed and delivered.

## Who can access the service?

In order to qualify for the service, you must:

- Aged 18 or over
- Registered with a Hounslow GP or be a resident of the London Borough of Hounslow
- Require rehabilitation or help to regain your daily living skills after an acute illness, injury, or change in life circumstance.

## How do I get referred to Hounslow Community Recovery Service?

Referrals to the service can be made by GPs or other healthcare professionals, hospital teams, social services, or the voluntary sector. People can also self-refer using the contact information on the front cover of this leaflet.

## Patient Advice and Liaison Service (PALS)

We can help if you have a complaint, question, concern or compliment about community health services in Hounslow and Richmond. Community health services are the services that are provided outside of hospital or GP surgeries.

Our PALS team provides free, informal, confidential help and advice for patients, carers and their families.

Contact PALS on: 0800 953 0363 or email [pals.hrch@nhs.net](mailto:pals.hrch@nhs.net)

## Language support

We can help if English is not your first language, or if you need this leaflet in an alternative format. Please contact the PALS team on 0800 953 0363. We will be happy to help..

### Arabic

بمكنا مساعداك اذا لم تكن الإنجليزية لغتك الأولى. إذا كنت ترغب في الحصول على هذا الكتيب بلغة أو صيغة من اختيارك تفضل بالاتصال بفريق PALS والنين سيسعدون بتقديم المساعدة.

### Farsi

اگر انگلیسی زبان اول شما نیست می توانیم به شما کمک کنیم. اگر مایلید این جزوه را به زبان و یا فرمت مورد نظر خود دریافت نمایید، لطفاً با تیم پالز PALS تماس بگیرید و آنها در نهایت خوشوقتی شما را کمک مینمایند.

### Polish

Możemy Państwu pomóc, jeśli angielski nie jest Państwa językiem ojczystym. Jeśli chcieliby Państwo otrzymać tę ulotkę w wybranym przez Państwa języku lub formacie, prosimy skontaktować się z zespołem PALS, który chętnie Państwu pomoże.

### Punjabi

ਜੇ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਹੈ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਜੇ ਤੁਸੀਂ ਇਹ ਪ੍ਰਸਤਿਕਾ ਆਪਣੀ ਮਨਪਸੰਦ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ PALS ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਤੁਹਾਡੀ ਮਦਦ ਕਰਕੇ ਉਹਨਾਂ ਨੂੰ ਖੁਸ਼ੀ ਹੋਵੇਗੀ।

### Somali

Anaga waan ku caawinkarnaa hadii Ingiriis owsan aheyn luuqadaadda. Hadii aad ku dooneysit warqadan yari luuqad kale ama siyaaba kale ayaad u dooran kartaa in lagugu habayo fadlan la xiriir kooxda ee PALS ee aad ugu faraxsan in ay ku cawiyaan.

# Hounslow Community Recovery Service



## Contact the team:

Hounslow Community Recovery Service  
Heart of Hounslow  
92 Bath Road, Hounslow TW3 3EL

Tel: 020 3771 6200

Fax: 020 8630 3946

Email: [hounslow.crs@nhs.net](mailto:hounslow.crs@nhs.net)