

Community Neurorehabilitation Service (CNS)

Moving to Adult Neurorehabilitation Services at Walkergate Park Information Leaflet

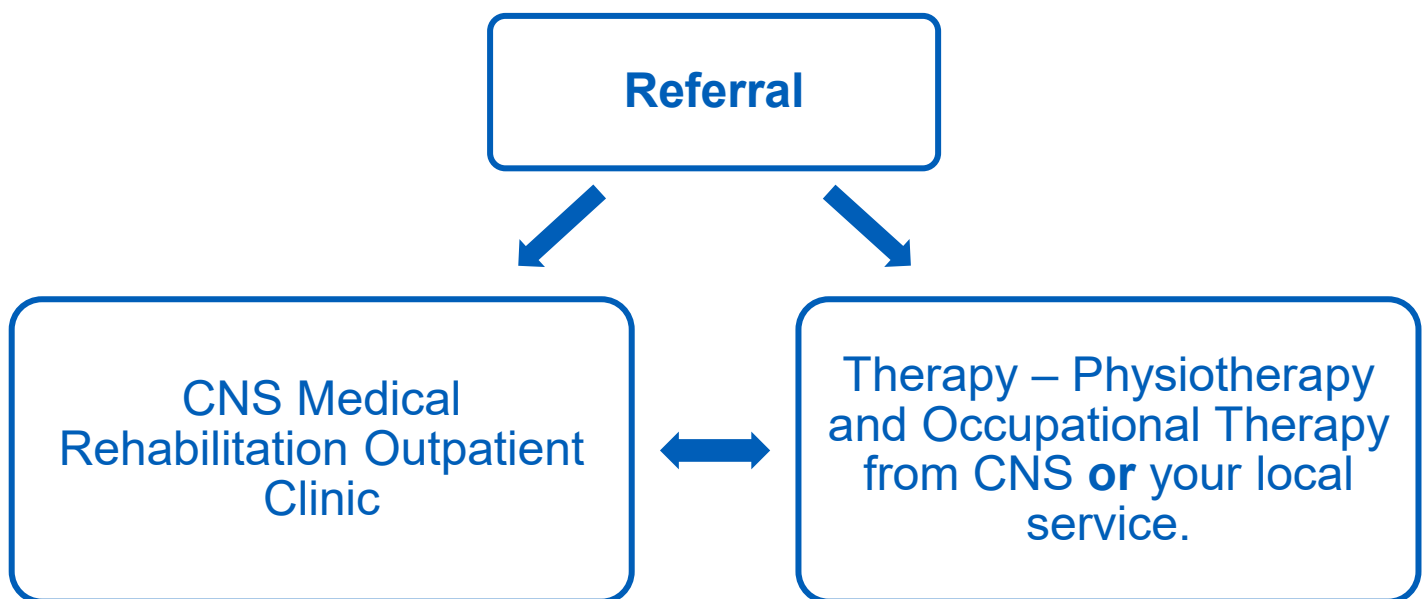
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Introduction

This leaflet is for young people who are moving to Adult Neurorehabilitation Services at Walkergate Park. If you are not sure about anything in this leaflet, please ask a member of staff.

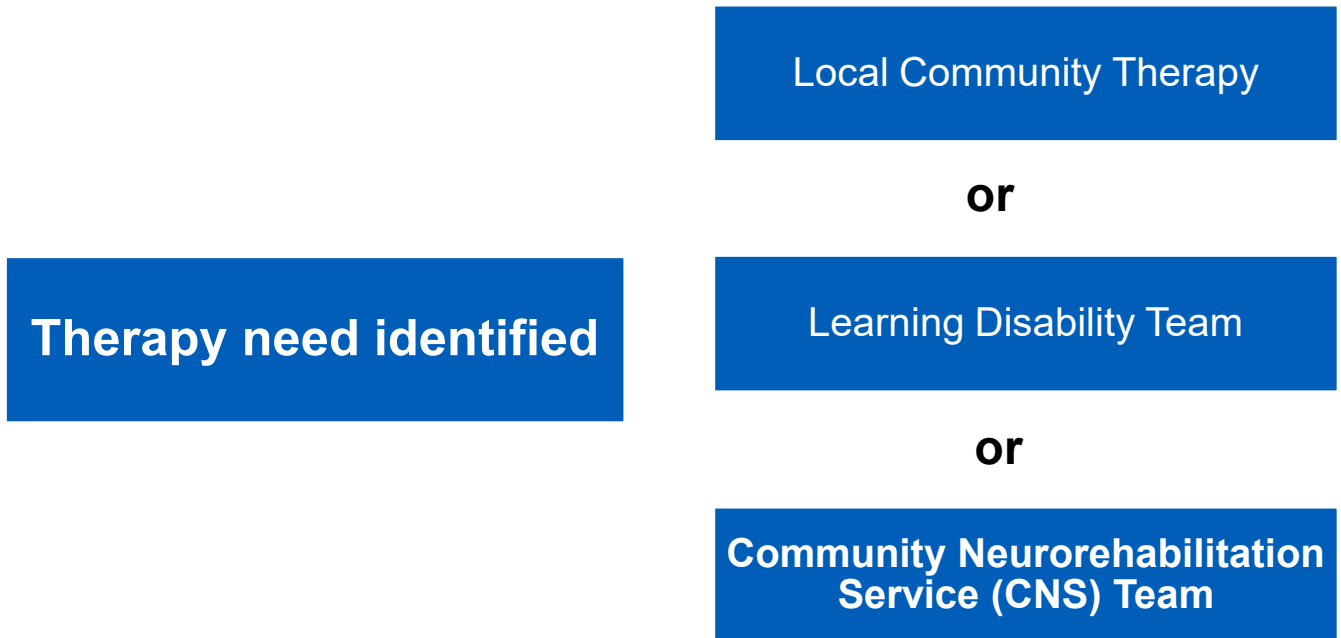
When you move to adult services you may be seen in the Community Neurorehabilitation Service (CNS) Medical Rehabilitation Outpatient Clinic, have therapy from CNS or a local service, or both.



You might also get help from other local community services such as continence, dietetics, orthotics, podiatry, psychology, speech and language therapy.

Who can provide my therapy?

Therapy can be provided from a range of different teams such as the Learning Disability Team or local community teams. You will be referred to the team that's best for you.



Who is in the CNS Team?

- Administration Support
- Occupational Therapists (OT)
- Physiotherapists (Physio)
- Podiatrist
- Rehabilitation Doctors
- Therapy Assistants

CNS Medical Rehabilitation Outpatient Clinic

Why would I be referred to the CNS Medical Rehabilitation Outpatient Clinic?

You would be referred if you need support to manage your posture and tone.

What do they do in clinic?

- Give advice to your GP about medications, including those prescribed for management of your spasticity and tone.
- Botulinum toxin injections (if needed)
- Referral to, and give information about, services in the community such as continence, dietetics, orthotics, podiatry, psychology, speech and language therapy.
- Referral to a suitable team for short periods of therapy where you have realistic goals that you would like to work towards. For example:
 - To sit out of bed in a chair for one hour every day.
 - To make a sandwich and a hot drink for myself four times a week.
 - To walk to my local shop with my walking stick twice a week.

CNS Therapy Team

When would I be referred to the CNS for therapy?

If you are aged 16 with a diagnosed neurological condition and your local community team cannot meet your needs.

How can the team help me?

Your therapy might include:

- Help to be more independent
- Support with moving to higher education
- Seating and positioning
- Looking at how you move
- Managing your tiredness
- Encouraging ongoing activity and exercises
- Water based therapy in a suitable pool

What will happen at my appointment?

You will have a specialist assessment, treatment and therapy. You will usually be offered 6-8 appointments to work towards your goals and develop a treatment plan. Sessions are 45 minutes to 1 hour long.

You may be provided with education and advice to help you manage your condition (self-management). Appointments may be held at Walkergate Park, in the community or in your own home.

Who can I bring?

You are welcome to bring someone to support you during your appointments. Advice for carers is available at Walkergate Park.

What can I find at Walkergate Park?

Clinic and therapy spaces

We have a variety of rooms which have ceiling track hoists and are wheelchair accessible. All floors are accessible by lift.



Figure 2: Therapy gym at Walkergate Park

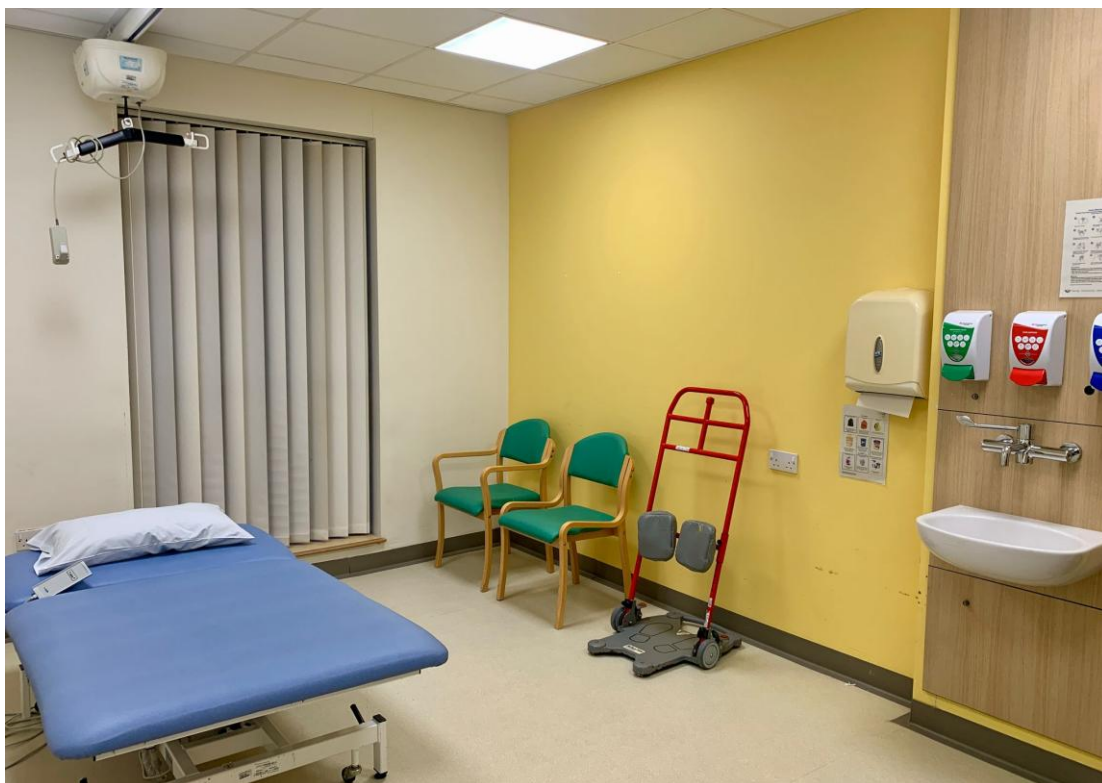


Figure 1: Therapy room at Walkergate Park

Parking

Disabled parking bays are available. Parking charges apply (pay and display). You can pay by card or cash.

Reception

Is inside the main entrance. A member of reception staff will be available to help you.

Toilets

There are accessible toilets throughout the building. We also have a 'Changing Places' facility. Please ask at reception for the key.

Café

Café Tanni provides hot and cold meals, snacks and drinks. Halal, vegan and vegetarian options are available. Vending machines are available when the café is shut and take cash only.

Frequently asked questions (FAQs)

Who co-ordinates my care?

As an adult your GP will be your main contact for medical issues. Adult Social Services will help you manage your care needs and finances.

How often will I get physio or occupational therapy (OT)?

The therapy team from Walkergate Park provide blocks of therapy to work towards specific goals. You might have sessions every week, two weeks, or monthly. We will help you to learn skills to manage your condition with the help of the people who support you. The sessions last up to one hour.

Who can refer me to the CNS?

Your Consultant, GP or other health professional can refer you. If you have seen the therapy team before you can refer yourself back to them within six months of discharge.

How long will I have to wait for my appointment?

We aim to see you within 18 weeks.

Can you help me learn to drive?

The North East Drive Mobility Service at Walkergate Park can advise on all aspects of driving or being a passenger. This link is to their service information page -

www.cntw.nhs.uk/mobility

How to find us

Walkergate Park, Benfield Road, Newcastle, NE6 4QD

www.cntw.nhs.uk/locations/walkergate-park/directions/



or scan the QR code

Walkergate Metro station is 1km away. Patient transport can be booked to get here.

For further information contact:

Administration team: 0191 287 5080

Email: CNSmsadmin@cntw.nhs.uk

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website
www.cntw.nhs.uk/contact/complaints/
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk

We are always looking at ways to improve services. Your feedback allows us to check the quality of our services and act upon issues that you bring to our attention. You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/yourvoice
- complete a Your Voice survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience
www.cntw.nhs.uk/yourfeedback

Patient Advice and Liaison Service (PALS)

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved one's care.

We act independently when managing patient and family concerns, consulting with staff, managers and, where relevant, organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

North of Tyne

Tel: 0800 032 0202

Email: pals@nhct.nhs.uk

Post: FREEPOST PALS

South of Tyne

Tel: 0800 328 4397

Text: 07825 061 035

Email: pals@cntw.nhs.uk

Post: Patient Advice and Liaison Service, Garden Lodge,
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.

View this leaflet on our website - www.cntw.nhs.uk/resource-library/regional-disability-team-RDT-moving-to-adult-neuro-rehabilitation-services-at-walkergate-park-information-leaflet/



Or scan the QR



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet, please get in touch.

This information can be made available in a range of formats on request (Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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