NHS
Ashford and St. Peter's Hospitals
NHS Foundation Trust

We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

You can use Text Relay to turn telephone communications into text.
Use the Relay UK app on your phone, tablet or PC.
You can also use Relay UK via Minicom or Uniphone.

اگر نیاز به ترجمه دارید، لطفا با شماره 01932 723553 تماس بگیرید.

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553

اگر آپ اس کا اُردو زبان میں ترجمہ چاہتے ہیں، تو براہِ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: **www.ashfordstpeters.nhs.uk**

NHS
Ashford and St. Peter's Hospitals
NHS Foundation Trust

Neuro-rehabilitation

Bradley Neuro-Rehabilitation Unit

Patient Information

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

Author: Dr Miriam Birrell **Department:** Bradley Unit
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Get in touch

The Bradley Rehabilitation Unit
Woking Community Hospital
Heathside Rd
Woking
Surrey GU22 7HS

t: **01932 723127** or **01932 723148**

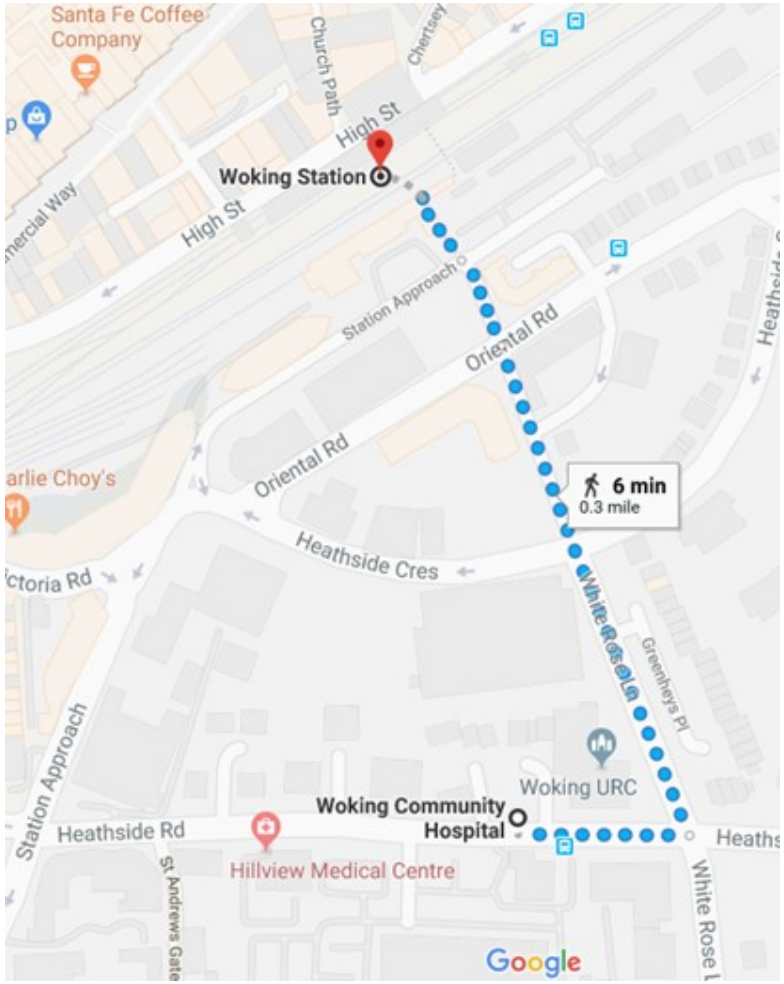
Welcome to The Bradley Neuro-Rehabilitation Unit

The service provides multidisciplinary assessment, advice, and rehabilitation for adults with acquired brain injury or complex neurological illness (e.g., traumatic head injury, stroke, multiple sclerosis, Guillain-Barré syndrome).

The Bradley Unit

We are the NHS specialist neuro-rehabilitation service for the West Surrey area and other areas within commissioning arrangements.

We are located within Woking Community Hospital, close to the centre of Woking and within walking distance of the train station.



Let us know your views

We value your feedback to improve our services. Also positive feedback has a great impact on our staff – it is nice to know that you are doing a good job from the people you care for. We will seek your views at the time of discharge using a tool called "Viewpoint" accessible on our IPad.

You can also give feedback on **https://www.iwantgreatcare.org**

Unfortunately, we cannot accept gifts but will pass on your kind words.

If you wish to raise a complaint or compliment the care you or your relative / friend has received please write to:

Chief Executive
Ashford and St Peter's Hospitals NHS Foundation Trust
Guildford Road
Chertsey
Surrey
KT16 0PZ

Or you can email **asp-tr.complaints.office@nhs.net** or telephone **01932 723553**

Your records

We record all the information about you confidentially on our clinical system. Keeping healthcare records are important as they help to:

- Record important clinical information
- Help health professionals to care for you
- Improve public health and the services provided to you

We will only share information about you with your consent unless required by law or the data is anonymised. If you would like to know more about how we look after and use data, or if you would like to know how to access your data, please ask a member of staff.

About us

The Bradley Unit is staffed by healthcare professionals who have special expertise in the field of neurorehabilitation. They work together as a team with you to develop plans to meet your individual needs.

Rehabilitation helps you to make the best of your abilities and to maximise your independence wherever possible. This involves looking at the most appropriate ways of carrying out daily tasks such as washing and dressing, moving around and communicating with other people.

We aim to provide a supportive environment to enable you to develop and use these skills in your daily life. To achieve this, the team will work closely with you and your family or carers throughout your stay.

For rehabilitation to be effective, it requires your commitment to attend therapy sessions and to follow your rehabilitation programme. This includes individual and group sessions, practicing with nurses facilitating and self-directed practice outside timetabled therapy sessions.

Your stay at the Bradley Unit is just part of the rehabilitation process which will continue after you have been discharged home through community services or self-management programmes.

During your stay

Setting goals and monitoring progress is an important and ongoing process throughout your stay. There will be regular progress meetings set up between yourself and members of the team to discuss your progress, rehabilitation goals and discharge plans. You are encouraged to involve your family or carers in these meetings.

To be prepared for eventual discharge, organising and planning your discharge will start early on during your stay and an estimated discharge date will be set. You and your relatives or carers will be closely involved with this process and the Social Services practitioner may also be assisting, advising, and supporting you at any stage during your time with us.

You will be allocated either a single or a shared room when you are admitted. Room allocation is based on clinical need. It may be necessary for you to change rooms during your stay. At no time will you be required to share a room with a member of the opposite sex.

Non-English speakers and other formats

We are able to use translation services for all appointments and our leaflets can be provided in other languages and formats. Please let us know if you have any requirements.

Gifts and donations

If you would like to make a donation to the hospital or would like a gift of money to be used for a particular purpose, please speak to the Ward Matron. Cheques should be made to The Bradley Unit.

Our commitment to you

We take your dignity and privacy very seriously and we will at all times respect your confidentiality.

Please treat our staff with respect so we can provide you with the very best care we can. Ask a member of staff for a copy of Your rights and responsibilities.

In order for us to provide you the best quality of care and ensure your safety, every member of our team has to provide evidence of their professional registration, training and criminal record status before they can work with you.

The hospital is committed to equal opportunities for both patients and staff. Policies are in place to support good practice. We would be happy to discuss this with you.

What to bring

- Daytime wear, including warm outdoor jacket, gloves etc. according to season
- Nightwear
- Loose clothing such as a tracksuit and T shirts
- Shorts
- Trainers or supportive footwear
- Toiletries
- Prescribed medication
- Small aids or equipment that you use regularly (e.g., for dressing or eating)
- Any communication aids that you use (e.g., hearing aid, glasses, communication folder)
- Any splints or orthoses that you use
- If coming from home, small transfer aids such as sliding (banana) boards
- Mobility aids that you use
- Your usual wheelchair and cushion if you have one
- Small amount of money
- Writing pad and paper
- Diary
- Small rucksack or bag
- Sun protection cream and a hat in the summer

The Team

During your admission to the Bradley Unit, you will be assessed and treated by different members of the Multidisciplinary Team (MDT) as appropriate. The MDT includes:

Nursing team

The Bradley Unit has a dedicated team of nurses who work closely with the therapists to reinforce the skills learnt throughout your stay. The nursing team is involved in all aspects of your rehabilitation and maintains the continuity of care throughout the 24-hour period. They support with many aspects of your rehabilitation, such as positioning and building up your tolerance to engage in activities throughout the day. Nurses provide further opportunities to use strategies taught in individual therapy sessions to work on your goals (such as increasing your independence with washing and dressing).

If necessary, the nurses will liaise with a variety of specialist nurses such as the diabetic liaison sister or continence advisor to ensure you receive the best possible advice and care.

Clinical psychologists

Clinical psychology is concerned with the assessment and management of emotional, cognitive (thinking processes) and behavioural changes. These changes can happen as a result of neurological disease and injury. While on the unit, they will see you on an individual basis, as well as with carers, family, and other staff when appropriate.

Occupational therapists (OT)

Occupational therapists will work with you to maximise your independence. This may be in relation to:

- Personal care (e.g., washing and dressing)
- Domestic skills (e.g., preparing snacks and meals)
- Community skills
- Work or vocational skills

A home visit may be needed to assess your mobility or equipment needs within your home environment. Occupational therapists regularly liaise with a variety of other professionals on your behalf, such as community OTs, wheelchair services, equipment providers and social services.

Physiotherapists

A physiotherapist's role is to assess and treat problems with posture and movement. Physiotherapists aim to help you achieve your maximum level of function and manage any physical difficulties associated with your disability, through direct therapy sessions, group sessions or individualised self-directed exercise programmes.

Speech and language therapists

A speech and language therapist's role is to assess and provide therapy for any aspects of communication that may be affected. The aim is to establish good functional communication so that people with neurological conditions can maintain their independence and social contacts within the community. This may be provided on a one-to-one or group basis and will vary in intensity according to need.

If you have your own local support from any of the following, please bring their information with you:

District nurse
Physiotherapist
Occupational therapist
Speech and Language Therapist
Care manager
Home care and/or other

Telephone

There are no individual telephone facilities in patients' rooms. Patients' and visitors' mobile phones can be brought on to the unit, but it is requested that these are not used at mealtimes, in the corridors or other communal areas. If you take your mobile phone into therapy sessions, please ensure that it is switched off. This includes both individual and group sessions.

Post

Post is delivered to the unit every morning. The address for incoming post is:

The Bradley Unit
Woking Community Hospital
Heathside Road
Woking
Surrey GU22 7HS

Outgoing mail can be sent from the Bradley Unit; however, you will need to provide your own stationery and stamps.

Fire information

The fire alarms are tested weekly (currently every Wednesday morning between 8am and 9am). All staff are given regular fire training and follow the hospital procedures in case of fire. If you require any further information, please speak to the ward matron.

Parking

For frequent visitors, a weekly car parking ticket may be available. Please enquire at the hospital's main reception.

Speech and language therapists are also responsible for assessing people with a swallowing difficulty and advising on its management.

Medical team

The medical team makes an initial medical assessment once admitted, oversees continuing medical care and provides specialist medical support as required. There is often liaison with and referral to other specialties and healthcare professionals, where appropriate. If further medical investigation and/or assessment at another hospital is needed, this will be arranged.

Care manager

If you will require further care once discharged, a social services care manager will assess you for eligibility for services.

Other professionals

With your agreement, the multidisciplinary team will liaise with and refer you on to other professionals and voluntary organisations where appropriate. These include:

- Community rehabilitation teams
- General practitioners
- Other specialists involved in your care
- Dietitian (who visits the unit most weeks)
- Multiple Sclerosis (MS) specialist practitioner
- Diabetes specialist nurse
- Continence advisor
- Headway
- Stroke Association

Students
From time to time, we have medical, nursing and therapy students on the unit who may be involved in your care and treatment during your stay. They are closely supervised by senior staff.

Therapy sessions
These take place between 8am and 4pm from Monday to Friday. You are responsible for ensuring where possible, that you are ready for your timetabled therapy sessions.

You will receive a copy of your personal timetable each week. Timetabled sessions will either be on an individual basis or in a group setting. People with a neurological condition may also benefit from periods of rest as part of the rehabilitation process.

It would be helpful if family or carers could be present during the first day of admission to meet some of the team and discuss expectations of stay.

Family members are welcome to join sessions when pre-arranged with therapists.

Group sessions
Group sessions form an integral part of the rehabilitation programme. You may be invited to attend group sessions. These could include groups with a focus on: arms, standing, balance, exercise, music, communication, relaxation and creative arts.

Laundry
Like all NHS hospitals, it is the hospital's responsibility for the laundry of flat linen such as bedding and towels. The responsibility for your personal laundry remains with you and your family or carers.

Smoking
There is a non-smoking policy at the hospital. This includes inside the hospital, the courtyard adjacent to the Bradley Unit and all hospital grounds.

Alcohol
The unit has a no alcohol policy, and you should not be given alcohol or have alcohol brought on to the unit.

Flowers
As with the policy in many hospitals, flowers may not be brought on to the unit due to infection control guidelines**.**

Valuables
We advise that you only bring a small amount of cash into the hospital and leave valuables at home. If this is not possible, please let the nurse in charge know so that arrangements can be made to place your valuables in the hospital safe.

You are advised not to leave valuables unattended at any time. The hospital cannot accept any liability for loss or damage of personal possessions. The hospital can only accept liability for valuables that have been placed in the hospital safe.

with you, please ensure that the nurse in charge is informed. The hospital cannot accept any liability for loss or damage.

There is a large television in the day room.

WiFi
This is provided free of charge on the Bradley Unit.

Electrical items
If you want to bring any electrical items such as phones, tablets or laptops please liaise with the nurse in charge as electric safety testing may be required.

Religious needs
If you would like a visit from the chaplain, please ask the team. The Chaplaincy service offers a non-denominational service but if you have a specific religious need, please let us know how to facilitate it.

Visiting pets
Visits from family pets can be important to people during their stay. In line with hospital policy, pets are unable to come on to the unit but arrangements can be made for you to see your pet outside the unit if possible.

Hairdresser
Usually there is a hairdresser available to visit the hospital. Arrangements can be made via the nursing staff for you to have an appointment. This is a chargeable service.

Useful information about the unit

Visiting times (including weekends and bank holidays)

Morning	1100 -1200 hrs
Afternoon	1400 -1700 hrs
Evening	1830 -1930 hrs

The visiting times may coincide with planned therapy sessions, so please refer to your weekly timetable to make sure your visitors are aware of the times you will not be available.

Visiting outside these times is only by prior arrangement with the nurse in charge. There is a book which all visitors must sign whenever entering and leaving the unit.

For some patients, it may be medically necessary to regulate the number of visitors. If this is the case, it will be discussed with you.

All your meals will be served in the dining room. In line with national guidance, visiting is not permitted during mealtimes. Lunch is served between 1200 and 1300 hours, and supper is served between 1700 and 1800 hours.

Special diets
If you have special dietary needs, please inform nursing staff about this as soon as you arrive. They will make arrangements with the catering services. Please note that cooking or reheating any food on the unit is not permitted.

Patients' refrigerator

Limited space is available in the patients' fridge for items such as cold drinks and yoghurts. Food control regulations do not permit the storage of cooked meals or raw meats or fish in the fridge.

The hospital cannot accept liability for any items that go missing from the patients' fridge, so please ensure that all your items are labelled and dated to avoid confusion. Unlabeled and undated or out-of-date items will be removed. A sheet with further information regarding bringing food into hospital is available on admission.

The kitchen

The kitchen situated within The Bradley Unit is for staff use only. Any kitchen activities you may be involved in as part of your rehabilitation will take place in a separate occupational therapy kitchen.

Time off the ward

It may be possible to spend short periods off the ward. This can be discussed with your treating team. Risk assessments may need to be completed prior to you having time off the unit. Visitors leaving the unit with patients should notify the nurse in charge and ensure that they have signed the patient out. You will be given a copy of any guidelines that are advised by the medical and therapy team.

It may be appropriate to spend time at home, either for a few hours or overnight, as part of a graded discharge. This can support you to become used to being at home again prior to discharge from the unit.

This will be discussed with you and your relatives or carers but will be with the recommendations of the medical and therapy staff and in consideration of medical and care needs.

Doors

A secure door exit is used on the unit. This enables staff to monitor the safety of those patients who would be at risk if they were to leave the unit unsupervised.

Televisions and radios

Some rooms have a television provided by The Friends of Woking Community Hospital. If you wish to bring your own portable device