



The Prince & Princess
of Wales Hospice

Rehabilitation Services

Physiotherapy and Occupational Therapy

Providing assessment, advice and support, for people accessing our services at The Prince & Princess of Wales Hospice



ppwh.org.uk

The Prince & Princess of Wales Hospice. Scottish registered charity SC012372

We are Glasgow's Hospice

Rehabilitation Services

The rehabilitation service is provided by the Occupational Therapist, Physiotherapist and Rehabilitation Assistant. The aim is to work together to help you or your loved one achieve personal goals and enhance quality of life and well-being. There is also a specific focus on supporting independence and self management of specific symptoms.

When is the service available?

Monday to Friday, 8.30 am - 4.30pm

Where is the service provided?

- Hospice In-Patient Unit
- Hospice day /outpatient area
- Home

Which services are provided?

- Physiotherapy
- Occupational Therapy
- Rehabilitation Assistant support

How might these services help you?

A detailed assessment will be carried out in the first instance to identify key areas that are causing concern or difficulty in everyday life. Following this assessment a plan of care will be agreed with you and your loved ones. Once in place, the team will work towards your agreed goals.

**I always thought occupational therapy
was about giving me aids I didn't want.
The OT helped me work out ways I
could still be independent**

Feedback from Patient

The Occupational Therapy team can:

- Provide you with advice on activities you may be having difficulty with e.g. bathing, toileting and getting out of your home, with the aim of maintaining/improving safety and independence.
- Support involvement in hobbies, work and maintain you or your loved one's role within the home.
- Help to develop coping strategies to adapt to changes in condition.
- Offer relaxation techniques to help with sleep disturbance, anxiety etc.
- Support the creation of memory boxes and letters, if wanted.
- Support and offer advice to those caring for their loved ones.



Any treatments are planned based on your individual assessment and in keeping with your medical history.

The team can be of benefit to you in dealing with the following issues:

<ul style="list-style-type: none">• Reduced mobility	<ul style="list-style-type: none">• Pain
<ul style="list-style-type: none">• Falls	<ul style="list-style-type: none">• Anxiety, low mood and sleep disturbance
<ul style="list-style-type: none">• Shortness of breath	<ul style="list-style-type: none">• fatigue
<ul style="list-style-type: none">• Extreme tiredness	<ul style="list-style-type: none">• Loss of role e.g. being a parent/carer
<ul style="list-style-type: none">• Muscle weakness/joint problems	<ul style="list-style-type: none">• Education for you or carers on use of equipment
<ul style="list-style-type: none">• Signpost to other services	<ul style="list-style-type: none">• Loss of independence

The Physiotherapy team can:

- Review specific body areas that are causing distress e.g. loss of muscle, strength and range of movement.
- Examine problems with mobility and movement e.g. provide walking aids, or other equipment.
- Offer therapies for improving your pain.
- Provide a personalised or group exercise program, if appropriate.
- Advise you on maintaining your activity levels.



The Rehabilitation Assistant can:

- Screen the need for Occupational Therapy or Physiotherapy input.
- Help you to work towards your agreed therapy goals.
- Provide advice and support for you or your loved ones e.g. falls information, exercise program, equipment checks

The Rehabilitation Team often works together to help you or your loved ones achieve their goals. It is very common for one service to refer to the others when providing care.

The main goal of the rehabilitation team is to support you and your loved ones to cope with the impact changing health has on daily life.

If your condition changes and you are no longer able to manage to be independent, we can review you again to see if there is anything else that can be offered.

How can I find out more?

- If you or a family member attend day/ outpatients or are in the inpatient unit then a member of staff can arrange for you to speak with the one of the team about your concerns.
- If you are attending a clinic or are known to community services, then your doctor or clinical nurse specialist can make a referral on your behalf.

Our values

We have worked closely with our patients, families, staff and volunteers to define what is most important to all of us, the values that we hold dear and underpin all of the work we do here at the hospice.

We believe in:

- Person-centred compassionate care
- Valuing all as part of the hospice community
- Fairness and integrity
- Dignity and respect
- Striving for excellence

We have high expectations of our staff and volunteers who are supported, developed and educated to strive for excellence in their care of patients and families. We also expect patients and families to treat our staff and volunteers with dignity and respect. Aggression towards our staff or volunteers will not be tolerated as it is not in line with our values.

As a hospice we encourage people to feedback on our services. If you wish to do so, please fill in one of our feedback forms which can be found throughout the hospice or online via our website.

Comments, Suggestions and Complaints

Our team at The Prince & Princess of Wales Hospice is committed to providing a quality service. Your views on our care and support are very important to us and help us achieve continuous improvement and development.

If you or your family and friends have any suggestions about how the hospice services can be improved, please complete our comments, suggestions and complaints form which is available at the hospice.

Any complaints will be handled with the utmost confidentiality and will be acknowledged in writing within two working days. Options include discussing any concerns with the director of clinical services or writing directly to the Chief Executive. If the complaint has not been resolved satisfactorily, you may contact Healthcare Improvement Scotland for advice, www.healthcareimprovementscotland.org.

All details are on the comments, suggestions and complaints form which can be picked up in the hospice or is on our website.

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