

## PATIENT ADVICE AND LIAISON SERVICE (PALS)

If you are a patient, a patient's family or carer, or a member of the public and you:

- ✓ Need some advice or information about this or any other local NHS service.
- ✓ Have ideas about how local health services could be improved.
- ✓ Have a problem with local health services.

Please call Islington's confidential Patient Advice and Liaison Service (PALS) on:

**Tel:** 020 7527 1086 or 020 7527 1087 (9am-5pm, Monday to Friday)

**Minicom:** 020 7527 1085

**Fax:** 020 7527 1413

**Email:** [pals@islingtonpct.nhs.uk](mailto:pals@islingtonpct.nhs.uk)

**Address:** PALS Team  
NHS Islington  
FREEPOST RLSL-UGEZ-KKAY  
NHS Islington  
338-346 Goswell Road  
London EC1V 7LQ

(no stamp is needed)

If you would like this leaflet in a different language or format please contact the Communications Team on 020 7527 1064.

## USEFUL CONTACTS

**NHS Direct** - 0845 46 47

NHS Direct is a 24-hour helpline providing confidential health advice and information. Please call this number if you feel unwell and are unsure what to do.

## HOW TO CONTACT US

Islington REACH Intermediate Care Team  
New Park Day Centre  
19 Highbury New Park  
Islington  
London N5 2EN

Tel: 020 3316 8250

Fax: 020 7690 1014

The Islington REACH Intermediate Care Team has:

- ✓ Access to Interpreting Services if you speak another language.
- ✓ Access to a wide range of community services in the statutory and voluntary sector.

## ISLINGTON REACH INTERMEDIATE CARE TEAM

A guide for patients



## WHAT WE OFFER

The Islington REACH Intermediate Care Team helps people living in Islington, whose physical health has deteriorated due to illness, injury or for other reasons.

We offer rehabilitation tailored to your needs. Our aim is to make it easier for you to stay independent and to live in your own home for as long as possible.

We will do an assessment of your individual needs and help you set goals that you would like to achieve. This will be followed by a course of treatment. Assisted by the team you will be given the opportunity to progress and manage your own rehabilitation.

## WHERE WE WORK

The REACH Intermediate Care Team can work with you in your own home, intermediate care facilities, day centres, residential or nursing homes and in our exercise room at Highbury New Park.

## WHO WE ARE

Our team includes:

- ✓ Medical Consultants
- ✓ Nurses
- ✓ Occupational Therapists
- ✓ Physiotherapists
- ✓ Speech & Language Therapists
- ✓ Clinical Psychologist
- ✓ Social Workers
- ✓ Rehabilitation Assistants



## OUR SERVICES

### Rehabilitation in the community

If you are finding it difficult to manage at home, the REACH Intermediate Care Team can provide rehabilitation to help you with everyday living skills in your own home.

### Admission to intermediate care facilities

We can help identify the most appropriate setting for you to receive residential rehabilitation. This may be in a rehabilitation facility at St Pancras Hospital, Cheverton Lodge Nursing Home, Lennox House Residential Home or at Mildmay Park.

### Falls prevention programme

The team provides a programme to reduce the risk of falls through exercise and education. This will help to restore your confidence in your mobility and daily activities.

### Improving your health

If your health is getting worse, our team will assess you and provide advice to improve it.

### Medical assessments

These are held at clinics in the Bloomsbury Building, St Pancras Hospital for diagnosis and acute / chronic disease management.