

## Your comments are welcome

If you would like to share your experience of Tavistock Community Rehabilitation Team, we would like to hear from you.

Please complete the questionnaire given to you with this leaflet.

If you have any comments or concerns, please talk to a member of our staff, or if you prefer, you can contact our Customer Services department:

### Customer Services

Crownhill Court  
Tailyour Road  
Plymouth  
PL6 5DH

Tel: 01752 435201

Email: [customerservicespch@nhs.net](mailto:customerservicespch@nhs.net)

### Contact Details: Tavistock Community Rehabilitation Team

Livewell Southwest  
DCC Offices  
Abbey Rise  
Tavistock  
PL19 9AS

Tel: 01752 436505

The team operates between 9am - 5pm Monday to Friday. Outside of core working hours there is an answerphone service available.

Please note that we do not work Bank Holidays or weekends so your message may not be picked up until the next working day.

**If your situation has changed and/or you require immediate action please contact 111.**

**If your situation requires the Emergency Services please dial 999.**

## Tavistock Community Rehabilitation Team



Tel: 01752 436505

Staff Name:.....

Staff Name:.....



Livewell Southwest



@livewellsw

*We support people to lead independent, healthy lives*

## What are the key aims and objectives of Tavistock CRT?

- To support people who are in urgent need of therapy services or require a period of rehabilitation to remain in their usual place of residence, reducing admissions to residential care or nursing care
- To prevent unnecessary hospital admissions
- To promote and support your independence and wellbeing and identifying your long term needs

## What services do Tavistock CRT offer?

- Assessment by Physiotherapy and/or Occupational Therapy, depending on needs identified at referral
- Rehabilitation to help meet your short term and longer term goals
- Provision of equipment to enable you to maintain your independence
- Identify need for care support at home e.g. Rapid Response, Package of Care
- Support to arrange a short term residential or nursing home placement where your needs cannot be met at home

## What does Tavistock CRT comprise of?

- Physiotherapists
- Occupational Therapists
- Assistant Practitioners
- Therapy Support Workers

## How long are you likely to receive a service from Tavistock CRT?

Typically, support provided by the Tavistock CRT is up to six weeks; some episodes will be shorter than this if your goals are met earlier. The team will advise you.

## What to expect upon discharge from Tavistock CRT if you require support post crisis?

We recognise that occasionally people may require long term support or additional services. We have listed on the following page details of other services available:

## Care Direct - 0345 155 1007

Providing help and advice on:

- Equipment provision
- Adaptations to your home
- Packages of care and details of CQC
- Registered agencies
- Applying for a Blue Badge

## Tavistock Area Support Services (TASS) - 01822 616958

- Voluntary organisation in Tavistock but covers Lifton and Bere Peninsula
- Transport provision (a small charge is made)
- Social events and classes held at The Anchorage Centre
- Assistance/advice with paperwork and forms

## Urgent Response Service - 01752 434908

- Acute responder practitioners
- Rapid response service
- Social care help

## Tavistock District Nurse Service - 01752 436508