

Get in touch

Virgin Care is proud to provide Luton Intermediate Care Rehabilitation Service.

Luton Intermediate Care
Rehabilitation Service
90 Tomlinson Avenue
Luton
LU4 0QQ

Opening Times:

Monday to Friday **9am - 4.30pm**

You can contact us at any time and leave a message on our answerphone.

t: 01582 709067

What if I have a concern?

We are committed to providing you with the best service possible. We are always looking for ways to improve the Service and would like to hear your comments, compliments or complaints. Please tell us what you think through the NHS Friends and Family Test.

If you would like to make a complaint, please speak to a member of the Team caring for you. You can also speak to our Customer Services Team by calling **0300 303 9509** or writing to:

**Virgin Care Customer Experience
Farnham Hospital
Hale Road
Farnham GU9 9QL**

The full complaints process is in our *What If I Have a Concern* leaflet and is also on our website: www.virginicare.co.uk/complaints.

If you need any help, please speak with a member of staff.

Your records

We record all of the information about you confidentially on our clinical system. Keeping health 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.

Access to your records

If you have a query about your records or request a copy, please put your request in writing to:

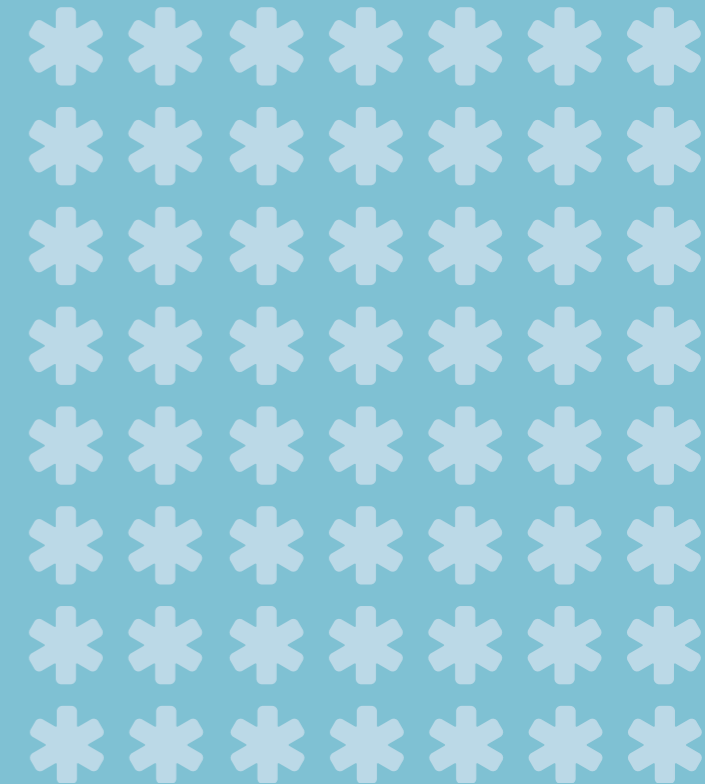
**Virgin Care Limited
6600 Daresbury Business Park
Daresbury WA4 4GE**

Alternatively you can apply directly on our new secure portal, which enables you to access your record once it is available (generally within one month and free of charge). You can access the portal via the Virgin Care website:

<http://www.virgin.co.uk/information-governance>

Service information guide

Luton Intermediate Care Rehabilitation Service



Welcome to Luton Intermediate Care Rehabilitation Service

We provide rehabilitation services to people aged 18 and over who registered with a Luton GP.

More about us

We provide assessments and rehabilitation within your own home and in the Luton rehabilitation beds. Our aim is to enable you to become as independent as possible after an illness or accident, by supporting you after your discharge from hospital or helping to keep you at home, so you do not have to go into hospital.

We will work with you, you family and any carers to provide treatment, advice and education for a wide range of conditions.

Our Team includes Occupational Therapists, Physiotherapists, Therapy Technicians and Stroke Coordinators. We work closely with the Luton and Dunstable Hospital and other community services such as district nursing and social care, and will refer you to the appropriate service if your needs cannot be met by our Team

Who can use the Service?

You are eligible for our Service if you:

- Are aged 18 and over
- Are registered with a Luton GP
- Are willing to work with us and actively participate in a rehabilitation programme

Unfortunately we won't be able to see you if you:

- Are under the age of 18 years
- Are not registered with a Luton GP
- Are able to attend outpatient services

We accept referrals from Luton and Dunstable Hospital, GPs, Community Nurses and healthcare professionals. Social Services and other care agencies.

How does the service work?

We provide the following:

- An assessment of how you are managing at home
- Advice on how to increase and maintain your independence
- A treatment programme, if appropriate, working towards greater independence
- Equipment to improve your function and activities of daily living as part of your treatment programme

Where will I be seen for my appointment?

We will visit you wherever you live in Luton. This may be in your own home, a rehabilitation bed, a care home or with your relatives.

How do I cancel or change my appointment?

If you are not available for your appointment, please call us on **01582 709067** as soon as possible

Non-English speakers and other formats

We provide all our leaflets in other languages and formats. Please let us know if you would like a different format or language.

Our commitment to you

Virgin Care takes 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.