

## Welcome to Luton Intermediate Care Rehabilitation Service

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

## Get in touch

### ABI Service

Luton Intermediate Care  
90 Tomlinson Avenue  
Luton LU4 0QQ

**t: 01582 709067**

### Opening Times:

Monday to Friday  
09:00 to 16:30

### Virgin Customer Services Team

If you have any concerns or need advice about accessing our services, you can speak in confidence to the Customer Services Team on **0300 303 9509** (0300/03 numbers are part of a customers' "free minutes" package and any other call cost reduction packages).

Alternatively you can email:

[customerservices@virgincare.co.uk](mailto:customerservices@virgincare.co.uk)

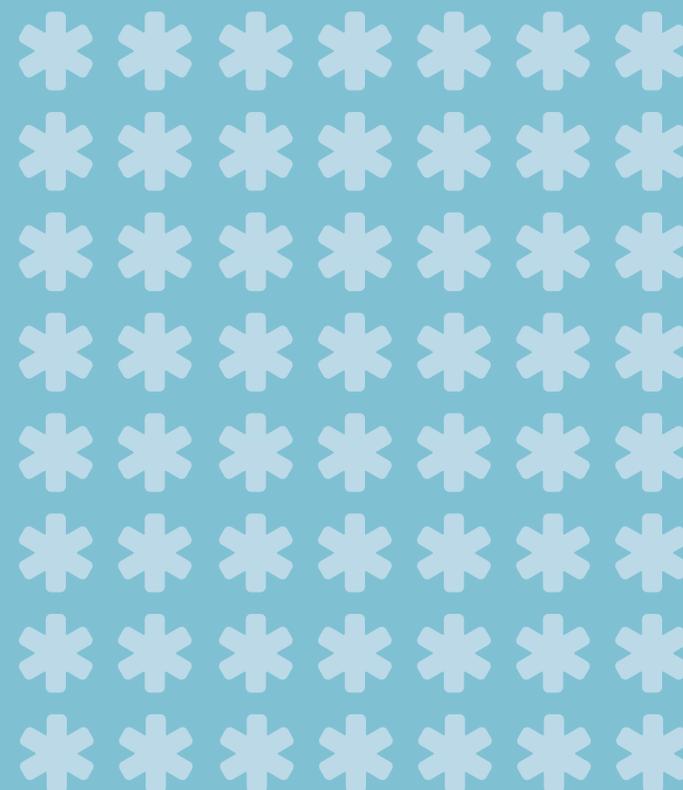
This service is staffed Monday to Friday 9am - 4pm. In line with good practice, we aim to respond to all enquiries received by email and telephone within 3 working days.

[www.virgincare.co.uk](http://www.virgincare.co.uk)



Service information guide

## Luton Intermediate Care Rehabilitation Service **ABI Service**



### About the ABI Service:

The Acquired Brain Injury (ABI) Service is a county wide service that strives to ensure that people who have complex needs following an acquired brain injury, receive timely, person-centred and evidence-based rehabilitation.

People experiencing an acquired brain injury do not have an easily defined and predictable road to recovery. They may need an individualised rehabilitation package to enable them to reach their optimum recovery.

### Who do we see?

We provide a service to people who have sustained a significant acquired brain injury due to trauma (assault, road traffic accident etc.), lack of oxygen to the brain due to a medical emergency such as a heart attack, stroke or haemorrhage or a non progressive tumour.

### Where will I receive my therapy?

At point of referral you will be assessed based on your current level of needs and the appropriate level of rehabilitation will be assigned to you. This could be within your own home, in our Inpatient Rehabilitation Unit in Luton or Inpatient Rehab bed as close to home as possible at an affiliated Specialist rehabilitation unit that is suitable for your current needs.

### What if my current home is not suitable for my needs?

It is sometimes appropriate to source alternative living arrangements for you at point of discharge dependent on your current level of physical and mental health. This will always be communicated with you and those closest to you long before discharge, and we will work with you to ensure you and those closest to you are happy with any arrangements made. It may not be the home you knew, but we want you to feel like we are "getting you home".

### What we ask from you:

We understand that this will be a challenging and stressful time for you, your family and close friends. Our only intention is to provide the specialist care needed to enable you to reach the your goals set at the point of rehabilitation following your diagnosis.

All we ask from you in return is that you participate and communicate. To reach your set goals it has to be a partnership between you and the Service. It is most likely that we will ask you to participate in some form of rehabilitation on a daily basis. We understand that there will be days when you won't really feel like trying, but we are there to challenge you to enable to you to reach your full rehabilitation potential, and this will only be achieved by your participation and cooperation.