



Norfolk Community
Health and Care
NHS Trust

Complex Neurological Rehabilitation Outpatient Service

A guide for patients and carers

Tel: 01603 255753

Opening hours: Monday - Friday 08:30 - 16:30

Welcome

The complex neurological rehabilitation outpatient service is made up of a team including a nursing assistant, nurse, occupational therapists, clinical and neuropsychologists, physiotherapists, rehabilitation consultants, rehabilitation assistants, and speech and language therapists.

The team helps people whose needs cannot be met by standard community services and have disabilities because of conditions such as:

- acquired brain injury
- spinal injuries
- neuromuscular disorders

We mainly see people in our clinic at Jubilee House at The Colman Hospital. We may see people in other settings, including their own home if necessary. The service delivers holistic, patient-centred specialist neurological rehabilitation care and support.

People with complex rehabilitation needs that are not neurological in origin will be individually assessed for their suitability for our service.

How to access this service

Referrals to this service must be made by a healthcare professional.

If you have complex rehabilitation needs which are not neurological, clinicians will decide whether this is the right service to support you or recommend other, more suitable pathways.





What to expect at your appointment

Once we have accepted your referral from a healthcare professional, an appointment for an assessment will be offered and you will be told whether our service is the most suitable service to support your rehabilitation. Advice may be given on other services that you can access.

The team will support you with:

- Setting realistic rehabilitation goals
- Devising individual programmes to meet these goals
- Activities and exercises to be carried out between appointments.

We have created a short video which gives more information about the services and support people can access via the complex neurological rehabilitation outpatient service:

- www.norfolkcommunityhealthandcare.nhs.uk/neurological-rehabilitation-outpatient-service-specialist
- You can also scan here to access the video:



Where are we?

The Colman Centre for Specialist Rehabilitation Services is based at:

Jubilee House
Colman Hospital
Unthank Road
Norwich NR2 2PJ

There is some parking on-site and you will need to enter your car registration at reception. Colman Hospital is on many local bus routes.

If you'd like this publication in large print, Braille, alternative format or in a different language, please contact 0800 088 4449 and we'll do our best to help.

You can receive help with queries about NCH&C services, or provide feedback about them, by contacting **Patient Advice and Liaison Service:**



Telephone: 0800 088 4449

Email: pals@nchc.nhs.uk

You can also tell us how likely you are to recommend our service to friends and family if they needed similar care of treatment. Ask a member of staff for a Friends and Family form or visit:

www.nchc.nhs.uk/patientfeedback

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