



**East Dunbartonshire**  
Community Health Partnership

## **INFORMATION LEAFLET**

**COMMUNITY REHABILITATION TEAM  
(CRT)**

**East Dunbartonshire Community Health  
Partnership**

## What is CRT

The Community Rehabilitation Team (CRT) provides an integrated multi-disciplinary service for adults with a disability and older people.

The service aims to promote maximum independence and increased quality of life for those groups, within their own homes.

This is a flexible service which will respond to the local needs of adults and older people and offer choice in care delivery, crossing traditional organisational and professional boundaries.

The Team provides comprehensive assessment for all referrals meeting the Service criteria.

The service aims to maximise independence and increase quality of life for people in their own homes or other appropriate community setting. There is a strong focus on preventing unnecessary admission to hospital or care; working together with people to reach jointly agreed rehabilitative goals and promote the benefits of self-management of disability or long term conditions through education. The Team works closely with other agencies and organisations to ensure a co-ordinated approach to patient care.

**The Team** may consist of some or all of the following:

- Team Manager
- Team Leader
- Team Secretary
- Community Psychiatric Nurse
- Dietician
- Community Nurse
- Occupational Therapist
- Physiotherapist
- Rehabilitation Support Workers
- Access to Speech and Language Therapist
- Access to Pharmacist
- Access to Psychology

## When is the service available

The service is available:

Monday to Friday from 8:30 a.m. to 4:30 p.m.

A GP Rapid Response Service is available for same-day response to vulnerable patients at risk of hospital admission, up until 3pm on 7 days. (These referrals must be called in by the GP before 3pm for a same day response). To access this service; the GP must have seen the patient on that day.

There is a Supported Discharge element to the service, which operates 7 days per week.

## Who is the Service Available To?

- Service is available to people over 16 years with complex physical health needs living within East Dunbartonshire.
- The person has a physical or functional impairment which has potential for improvement through rehabilitation.
- The person is able to be maintained safely within the home setting.
- The existence of severe and enduring mental health problems or alcohol related illness would not exclude a person from the service if they are suffering from any condition which is amenable to rehabilitative input.

## Data Protection

Our staff will collect information about you so that you can receive the most appropriate care and treatment, with decisions based on the most current, complete and accurate information. Everyone working within the organisation has a legal duty to keep information about you confidential.

## Sharing Information

Greater Glasgow & Clyde NHS and Social Work services work together in partnership to ensure that information is shared appropriately, when consent is given. This involves both services working together to deliver. It is routine practice for health and social care staff to share information about the assessment and people they are working with together. You also have the right of access to the information we hold about you. A leaflet "Protecting Information about you" gives more details and is available at each clinic, or speaks to the person in charge of your care.

## Equality & Diversity

Recent legislation stipulates that NHS Scotland must now promote equality and diversity as part of its core services. You can be assured that you will be treated as an individual and with respect and dignity.

### Some useful numbers

Social Work and Community OT	0141 355 2200
Homecare	0141 578 2101
Telecare	0141 776 8046
Equipu (Equipment loan service)	0141 270 2800

### If you have any comments or suggestions to make

The team would welcome any comments or suggestions you have to make. The team member who is seeing you will be happy to discuss these with you. We would be pleased if you would also take the time to complete the 'Satisfaction questionnaire' which you will be provided with on receipt of the service, as it helps inform our practices to ensure quality of service to others.

### Do you wish to make a complaint?

If you are unhappy about any aspect of your treatment please discuss this with a member of the team in the first instance, who will raise the issue with the Team Leader. A copy of NHS complaints procedure leaflet will be made available for you.

If your complaint is still not resolved to your satisfaction the Team Leader will explain the complaints procedure.

Elaine Marsh (Team Leader)

10, SARAMAGO St.  
Kirkintilloch,  
G66 3BF  
0141 232 8213

If you would like this document in large print, Braille or audio format, please contact the Team Leader named above.

Jeśli chcesz uzyskać te informacje w innym języku skontaktuj się z:

Eğer bu bilgiyi bir başka dilde istiyorsanız lütfen bağlantı kurunuz:

اگر آپ یہ معلومات کسی اور زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی رابطہ کریں:

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

إذا رغبت في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال بـ:

اگر این اطلاعات را به زبانی دیگر میخواهید لطفاً با این ادرس تماس بگیرید:

如果您需要该信息的其它语言版本，请联系: