

Your questions answered



**Care and
Rehabilitation
Centre**

What do we provide?

QEF Care and Rehabilitation Centre (CRC) provides expert neuro-rehabilitation and specialist nursing for adults following an acquired brain injury, stroke, neurological illness or incomplete spinal injury. We also provide specialist care for people with complex neurological conditions.

Our aim is to help each person to improve their cognitive, communication, physical, social and functional abilities, so that they can achieve their potential and live as independently as possible.

Where are we located?

We are just outside Leatherhead in Surrey, a 5-minute drive from Jct 9 on the M25, and a short bus or taxi journey from Leatherhead or Stoke D'Abernon stations. Free parking is available on site for visitors. Our full address is: QEF Care and Rehabilitation Centre, Woodlands Road, Leatherhead, Surrey KT22 0BN.

What facilities do we have?

The CRC has been purpose built to meet the needs of clients and offers a modern, comfortable environment with excellent accommodation and therapy facilities.

These include:

- 48 en-suite single bedrooms with overhead hoists and accessible technology, some with additional kitchenette
- Large physiotherapy gym and additional therapy rooms
- Several multi-purpose recreational rooms and informal social areas
- Large, spacious dining rooms
- Client training kitchen
- Accessible gardens

What therapy and care is available?

Our specialist services are delivered by a highly experienced team of healthcare professionals, including a neuro rehabilitation consultant, GP, specialist nurses, therapists and care support workers.

Therapy includes physiotherapists, speech and language therapists, occupational therapists and clinical psychologists. Access to different therapies is determined by your agreed rehabilitation requirements.

We also offer art and recreational activities and therapy led groups, adding extra value and quality to clients' rehabilitation programme.

The Nurse and Care teams are on duty 24 hours a day, 7 days a week. They support clients with their personal care, medication and health needs. There is a bleep system so clients can easily call for help. On arrival all clients are registered with the service GP to ensure continuity of care for the duration of their stay.





Can my family visit?

Yes, we encourage family members to visit. We ask for meal times and medication rounds to be avoided (12.30 – 2pm and 5 – 6.30pm).

We prefer visits to be booked in advance with the administration team, and all visitors should report to reception. We encourage visits to be a maximum of two hours per day to allow clients to rest and engage in their therapy. We recommend a maximum of 4 visitors at one time.

How long will I be at the CRC?

The length of stay at the CRC depends on your agreed rehabilitation requirements, and this will be discussed with you prior to your arrival at the service.

What should I bring?

All our rooms are pleasantly furnished to ensure your comfort and safety and you are welcome to bring personal possessions and mementos. All bedrooms have a smart TV and all clients can access Wi-Fi. We ask you to bring the following:

- Toiletries (shower gel, toothbrush, toothpaste, shampoo, flannel/sponge, comb/hairbrush, deodorant, talcum powder, razor and foam etc.)
- Suitable clothing (tracksuit bottoms, T-shirt, trainers, underwear, sleepwear etc.) We ask for clothing to be labelled which we can help with on admission.
- Any medications you are taking (in original boxes)

Will my valuables be kept safe?

Each bedroom has a lockable cabinet where we strongly recommend all money and valuables are kept. We advise you not to bring any items of high value.

What will I eat?

Breakfast, lunch and evening meals are freshly prepared on site each day and eaten in one of the two dining rooms. Hot and cold drinks are available throughout the day and evening.

What will my day look like?

Each week you will be provided with a structured timetable consisting of the various therapy sessions, activities or groups that have been identified to be helpful to you. During the first few weeks where the therapy team will focus on assessment, your timetable may be less busy. However, once your full needs and abilities are known, this is likely to change. Your timetable will be reviewed throughout your stay. You will be allocated a key-worker who will be the main point of contact for you and your family.

How do I find out more?

More information is available at www.qef.org.uk/service/crc/ Or you can contact us directly on **01372 841111** or email neurorehab@qef.org.uk

About QEF: Queen Elizabeth's Foundation for Disabled People (QEF) is a disability charity, supporting almost 10,000 children and adults across the country every year with physical or learning disabilities or acquired brain injuries. We provide practical and life-transforming services that support people to increase their independence and achieve their potential.