

QEF's Care and Rehabilitation Centre

Your questions answered



QEF
queen elizabeth's
foundation for
disabled people

What do we provide?

QEF Care and Rehabilitation Centre provides expert neuro-rehabilitation and specialist nursing for adults following an acquired brain injury, stroke, neurological illness or incomplete spinal injury. We also provide long-term specialist care for people with progressive degenerative conditions such as Duchenne Muscular Dystrophy.

Our aim is to help each person to improve their cognitive, communication, physical, social and functional abilities, so that they can maintain their independence.

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 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 is available?

We have a highly experienced multi-disciplinary team of therapists, including 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, adding extra value and quality to clients' rehabilitation.

Is nursing care available?

Yes. 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. 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. All clients on arrival will be registered with the service GP for the duration of your stay to ensure safe continuity of care.



Can my family visit?

Visiting times are 10am to 8pm daily; but we ask for meal times and medication rounds to be avoided (12.30 – 2pm and 5 – 6.30pm).

All visits must 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 have a policy of protected meal times with no interruptions from therapy or other appointments, which we ask visitors and relatives to respect. We recommend a maximum of 4 visitors at one time.

Are you COVID safe?

The health of our staff and clients is our top priority. We continue to work hard to keep our service as safe as possible, following all government guidance for care settings. Clients are tested on admission and thereafter every 28 days.

How long will I be at the CRC?

The length of stay at the CRC depends on your pathway and rehabilitation requirements, and this will be discussed with you on 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.

What will I eat?

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

What will my day look like?

On arrival the team will assess your needs and you will be given an individualised timetable for each week. Your timetable may appear quieter during the initial assessment period. You will be allocated a keyworker 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/care-and-rehabilitation. 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 with disabilities to increase their independence and achieve their potential.

Contact us:

Tel: 01372 841111

Email: neurorehab@qef.org.uk

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