

# Wigan Intermediate Care at Home Therapy Service

## Patient Information

Intermediate Care at Home Team



The Patient Information Leaflets page on the Trust website is available on the link:  
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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**Our Values****People at  
the Heart****Listen and  
Involve****Kind and  
Respectful****One  
Team**

## What is Intermediate Care Therapy at Home?

Intermediate Care Therapy at Home service is a community-based therapy service which provides short term therapy interventions in patients' own homes, to help individuals regain their independence following a period of ill health or injury.

### The service:

We are a multiprofessional rehabilitation team who work together with other community health and social care teams to support your recovery and independence. The team consists of:

- Physiotherapists
- Occupational Therapists
- Rehabilitation Practitioners
- Rehabilitation Assistants

The service currently works Monday – Friday.

You will not necessarily see a registered therapist, as much of your rehabilitation plan may be delivered by the Rehabilitation Practitioners and Rehabilitation Assistants.

Our aim is to encourage and support people to regain independence and take part in activities such as:

- Personal care
- Meal preparation
- Walking practice
- Getting on/off the bed/chair/toilet
- Getting in/out of the house.

### What to Expect from the Intermediate Care Therapy at Home Service:

- **Initial Assessment:** The team will contact you to make an appointment to complete an initial assessment at home. The assessment will identify difficulties you are having with your day to day activities, and how we can support you to manage them.
- **Goal Setting:** Clear, meaningful and realistic goals will be discussed and agreed between the patient and therapy team.
- **Rehabilitation plan:** A personalised rehabilitation plan will be set up to help you meet your goals. This may include:
  - Provision of walking aids
  - Practice with day to day activities
  - Exercises for strength, balance and movement.
  - Advice and education
  - Provision of equipment to assist with the plan
- **Regular Reviews:** Your progress will be reviewed and discussed with you on a regular basis.

The number and frequency of therapy visits will be based on need, varying from patient to patient.

## What We Expect from You:

- **Active Participation:** Fully engage in assessments and treatment planning.
- **Commitment to Therapy:** Participate in the agreed rehabilitation plan to support your rehabilitation at home.
- **Communication:** Please discuss with the therapy team if you have concerns with any aspect of your rehabilitation plan.

We want to help you reach your full potential.

## What to Expect when you are discharged from the Service:

- Your discharge from the service will be discussed and planned in relation to your therapy goals throughout your treatment.
- Your discharge plan may include onward referrals to other health and social care teams to support your ongoing recovery.
- **Feedback:** Therapists will provide a feedback form and welcome your honest feedback on the service you have received.

## Contact Information

For any queries, please do not hesitate to contact our team at **0300 707 1256**.

Our team is dedicated to assisting you. If we are unable to take your call, please leave your name and contact number. We will return your call as soon as possible.

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## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan  
WN1 2NN

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## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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