

Compliments and complaints

If you have any suggestions, comments, compliments or concerns about the services you have received, the Patient Advice and Liaison Service (PALS) team are here to help.

Whether you are a patient, a relative, friend or carer, they will listen to your concerns, help make your voice heard and liaise with the relevant staff to sort out any problems quickly.

The PALS team are part of our host organisation Manchester University NHS Foundation Trust. You can contact the team by email at pals@mft.nhs.uk or call **0161 276 8686**.

Rate our service

Please scan the QR code to take the friends and family test and feedback about our service at Ascot House.



Who provides this service?

This service is provided by Trafford Local Care Organisation (TLCO). TLCO is the organisation that provides NHS community health and adult social care services in the city. **Find out more about TLCO at www.traffordlco.org**

Contacting us:

Address: Ascot House, Ascot Avenue,
Sale M33 4GT

Main office tel.: 0161 912 2666

Where can I get more advice?

Speak with the professional referring you to our service.

For independent advice about intermediate care services, you can contact:

- Citizens Advice : Tel 0344 411 1444
- Age UK: 0800 1696565

Other languages

This leaflet can be translated and provided in other languages on request.

We can also provide the information in other formats including braille, large print and as a recording. Please contact us if you need help.

Our website www.traffordlco.org also has service information and can be automatically translated.

Ascot House

Intermediate Care Unit Service information leaflet



What is intermediate care?

Intermediate care provides **short-term** support in a 24-hour residential care home setting. It is for people who are being discharged from hospital but need a little extra help before they can return home safely.

Our team includes health and social care staff - we work together to make sure you are well looked after.

Intermediate care aims to help you:

- Maximise your independence and enable you to return home as quickly and safely as possible
- Speed up recovery from illness
- Remain living at home and avoid moving permanently into 24 hour care before you really need to.

About your stay at Ascot House

Meals, drinks and a laundry service are provided on site.

To promote your independence and usual routine, we ask that your family/friends bring in essential belongings at the beginning of your stay.

This includes day clothes, toiletries and sanitary items. Please tell us if you need support collecting these.

About the therapy team

When you arrive at Ascot House you will be seen by a member of the therapy team. They will work with you during your stay to help enable you to return home safely. The therapy team consists of:

Physiotherapists - Helping you regain as much of your physical mobility as possible with exercise, education and advice.

Occupational therapists - Will look at those daily tasks which are important to you such as washing and dressing, cooking or managing stairs. They can help you build confidence and skills to manage those tasks. If needed, they can support adapting your home and source equipment to enable you to stay safe and independent.

Support workers - Providing support to therapists and working with you on your treatment plans.

Please be aware that you will not be seen by therapy staff every day but you will be supported by the care staff every day.

Frequently asked questions

Can I have visitors?

Yes. Maintaining contact with friends and family is important.

- Weekday visiting is 11am to 12:30pm and 6:30pm to 8pm
- There is additional weekend visiting from 2pm to 4pm. This is subject to change at the registered manager's discretion.

When are the meal times?

- Breakfast 7am to 9am
- Lunch 1pm
- Dinner 5pm.

How long will I be in Ascot House?

This depends on your treatment plan. We aim to get you home safely as soon as possible. You may be referred on for further therapy once home.

What happens when I complete my therapy?

A social care assessor will visit you during your admission to discuss options available to support you at home.

You may be referred on for further therapy once at home to help you achieve your longer term goals.