

## Intermediate Care Information

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*Real care is **Wessex Care***

# Key Information

## About Intermediate Care

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- ♥ Intermediate Care Beds (ICB) are in place to provide rehabilitation for residents to prepare them for their onward journey.
- ♥ Your length of stay in an ICB will vary from between 2 to 6 weeks depending on how your rehabilitation is progressing. There is an opportunity to extend your stay if the IC team think you will benefit from a longer stay.
- ♥ You will see someone from the therapy team, either an Occupational therapist, a Physiotherapist or a Rehab Support Worker, each day from Monday to Friday.
- ♥ Continental style breakfast is provided daily, unless dietary requirement dictates otherwise. At the weekends there is the opportunity to request a more traditional English breakfast.
- ♥ Coffee and midmorning snacks are offered daily.
- ♥ A full cooked lunch with dessert is provided daily, with a choice for the residents.
- ♥ Afternoon tea and cake is also provided daily.
- ♥ Supper is provided on a separate menu and has a wide variety of choices, which can be requested from the care staff.
- ♥ A variety of drinks are available with all meals.
- ♥ There are bowls of snacks and fruit in the mini lounges and main lounge in each care centre.
- ♥ There are also tea and coffee making facilities in each mini lounge for residents and visitors.
- ♥ Free Wifi is available throughout the care centres.

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- 🌸 Families are requested to accompany their relative to appointments outside of the care centre and to provide the transport for such appointments. If a taxi is required, the resident will be required to pay for this.
- 🌸 Please be aware we do not supply any continence products. These must be provided for use by the nursing and care staff [if requiring assistance] from personal supply throughout your stay. If we have to, or are requested to provide, this will incur a charge and must be paid for at the time of receiving the products.
- 🌸 You will not be charged for your stay with us, however there are services that will incur a charge as listed below.
- 🌸 Hairdressing and chiropody are available for the residents, however this must be paid for at the time of receiving the service.
- 🌸 Newspapers/magazines can be ordered for resident at an additional cost.
- 🌸 It is advisable to bring your own mobile phone with you for personal calls/Wifi/ internet etc.
- 🌸 You are very welcome to bring in the food and drinks you know your relatives would enjoy, whenever you are visiting the care centres.
- 🌸 You are very welcome to take your relatives out of the care centre for outings where appropriate. Please ensure you let the nurse in charge know if you are going to take your relative out for a period of time so that any necessary medications can be given to you.
- 🌸 Our welfare staff do organise regular outings for our residents, if your relative requests to attend any of these outings, we would ask that a family member or friend accompanies them and there may be a charge depending on the type of outing.
- 🌸 If and when you bring your relative new clothing, could we please ask that the items are taken to the laundry in the first instance for labelling to avoid them getting 'lost in the laundry'.



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