

## Transition to community

- ❖ Once you have been transitioned from CSR, you and your GP will be sent a summary of the care you have received. The report letter will include any advice to you or your GP as well as any follow-up that has been arranged.
- ❖ Clients of CSR may be asked to fill in a form asking you for feedback about the service.
- ❖ Remember CSR is only a small part of the rehabilitation process and we believe that our service is only a part of the journey towards meeting your goals.

# CSR



Adult Rehabilitation &  
Health of Older People

## The Code of Rights Means that you should have

1. Respect and privacy
2. Fair treatment
3. Dignity and independence
4. Proper standards
5. Effective communication
6. Information
7. Your choices and decisions
8. Support
9. Rights during teaching and research
10. Your complaints taken seriously

If you are unhappy **OR** happy about any aspect of the service you are or have been receiving you may speak to the team member, or the Section Head, **OR**

The Service Manager, AT&R Service,  
Middlemore Hospital Ph: 276 0000 **OR**

The Health Advocate service can be contacted  
on 0800 555 050



This will in no way have an adverse effect on  
the care you receive.

We also welcome positive feedback!



[www.countiesmanukau.health.nz](http://www.countiesmanukau.health.nz)



## Community Stroke Rehabilitation



Rehabilitation in your environment, helping  
you do the things that are important to you

Private Bag 93311  
Otahuhu, Auckland

Phone 276 0044 Ext 58659  
Section Head 021 469 534  
[www.healthpoint.co.nz](http://www.healthpoint.co.nz)

# What is community stroke rehabilitation (CSR)?

When you return home you might still have problems with being able to do things for yourself and have problems with moving about or thinking or feeling.

Our service has been developed to assist you with relearning old, and developing new, skills that maximize independence and quality of life, in your own environment.

CSR includes:

- A process of helping you to set goals to do the activities that are important to you, for instance to be able to cook a meal for yourself and family, to go church or be able to walk the dog.
- An interdisciplinary client centered approach to assist you in meeting your goals. You (and your family/whanau) are the most important member(s) of the team.
- Development of an individualized, day to day rehabilitation programme to suit you and your needs which will assist you to work towards your goals.



Attention from CSR which

- Includes a doctor, physiotherapist, nurse, occupational therapist, dietitian, speech language therapist, social worker and rehabilitation assistants.
- Provision of equipment services, and support to encourage your independence.
- Liaison with other relevant services who help with stroke rehabilitation eg. G.P., practice nurses, district nurses, cultural support agencies, Stroke Foundation and other rehabilitation providers.

**Questions:**

## How long can I expect the CSR rehabilitation to take?

Generally between 2-8 weeks depending on your needs. Our service forms part of the journey towards reaching your goals.

## How often will I see the CSR team?

CSR is able to deliver both high intensive and low intensive rehab programmes which are based on your need. Under a high intensive program you may be seen 5 days per week and is an alternative to inpatient rehab. As your need for therapy reduces so do the number of therapy sessions. Under the low intensive program you can expect therapy 1-3 times per week which will also reduce as your need for therapy reduces.

## Will I still need to come to the hospital?

Most of your rehabilitation will happen in your own community, some services will occur in a clinic setting.

**Important Messages:**

### Appointments:

Team members will make appointments with you. If something happens, and you won't be at home,



**It is very important** you let us know, **please phone or text us before 9.00 am** so we can make another time.

**If you no longer require our service** it is important you let us know. Should you have any queries or concerns please feel free to contact us and we will be happy to discuss any issues with you. If necessary, your GP can re-refer you back to the service at a later date.

### Teaching Service

We are a teaching service, from time to time our staff may be accompanied by trainees or people involved in health care. Please let us know if at any time you are not happy to have these people involved in your care.

### Dogs

Please, tie up or fence in your dog when we visit. We will not enter the premises if dogs are loose.