

**ACCORD HOSPICE**

Registered Charity No SC013682



## Physiotherapy

# Information For Patients & Relatives

## Physiotherapy Service

The Physiotherapy service at ACCORD Hospice is provided by Ailsa Currie and Sandra Lyall, both Chartered Physiotherapists.

Ailsa and Sandra can be easily recognised as they wear a white tunic with blue trimming and blue trousers.

The service is offered to Out-patients, Day Hospice/In-Patients or if you have lymphoedema (fluid collecting in the arms or legs).

Referrals will also be accepted from other healthcare professionals - in Hospitals, General Practitioners, Community Specialist Nurses, District Nurses and the medical and nursing staff of ACCORD Hospice.

## Your First Visit

On arrival at the hospice, please sign in at the main reception desk. Reception will contact Ailsa or Sandra who will come to meet you.

On your first visit, your needs will be assessed and a treatment programme agreed with you accordingly. Treatments focus on increasing mobility and independence.

Your everyday, normal clothing should be worn. If you need to wear any special clothing, the Physiotherapist will advise you beforehand.

### Home Visits

**Due to current Health & Safety legislation and the risks associated with passive smoking, we would ask you not to smoke during our visit.**

## Transport

If required transport can be arranged for outpatients by the physiotherapist.

## What We Can Help With

- Breathing difficulties
- Relaxation
- Difficulties with walking or standing
- Poor balance
- Stiff and painful joints
- Fatigue and muscle weakness
- Pain
- Difficulties getting in and out of a chair or bed
- Moving and handling
- Fluid in the arm or leg

## Other Services Available

- Supplying of walking aids
- TENS machines (used to relieve pain / nausea)
- Hot and cold therapy
- Lymphoedema clinic
- Splinting, limb positioning, pressure area advice
- Acupuncture

## Our Hours of Work

The service is available:

**Monday - Friday**  
**9.00am - 3.00pm**

## Cancelling an Appointment

If for any reason you cannot keep, or need to change the day or time of your appointment, please telephone

**0141 581 2024**

If no-one is available to take the call please leave a message on the answering machine.



## Suggestions Comments & Complaints

If you have any suggestions, comments or complaints about how the service can be improved, please speak to Ailsa Currie or Sandra Lyall.

If you are not satisfied with the response, please discuss your concerns directly with the Nursing Director at ACCORD Hospice:

**Mrs. Helen Simpson**  
**0141 581 2000**

Should you feel that your complaint has not been resolved by ACCORD Hospice, you may contact your local Care Commission office directly, at any stage:

Care Commission  
Central West Region  
4th Floor  
Smithhills Street  
Paisley PA1 1EB

Telephone: 0141 843 4230  
via the web at: [www.carecommission.com](http://www.carecommission.com)

**If required this leaflet is available in  
other languages & formats**



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