

Disability Action

'SOS' and Discharge

- Due to the nature of long-term neurological conditions, Disability Action doesn't tend to discharge people from its caseload. People however will be discharged if they move out of area or if another more appropriate service takes over their care.
- If regular reviews aren't deemed necessary an 'SOS' System is available instead of discharge (certain criteria must be met).

Other Information

- You/your carer are encouraged to contact Disability Action between reviews for advice, guidance and support if you should have any queries or if there has been a change in your condition.
- With your consent and where appropriate Disability Action will refer to/liaise with other services/agencies in order to meet your needs and optimise your care.
- Some visits will be conducted by more than one person. This may be another team member, a healthcare student or a professional from another service.
- Professionals on the team are able to conduct specialist assessment, however you may be referred to another service if further assessment, rehabilitation or treatment is required.

Team

Clinical Nurse Specialist in MS

Tracy Evans

Clinical Nurse Specialist in Neurology

Wendy Bailey

Administrators

Alison Bright, Louise O'Connor

Specialist Neurological OT

Linda Chatterton

Specialist Neurological Physiotherapists

Michelle Strode, Amy Richards

Support Workers

Rachel Higginson, Jo Taute,

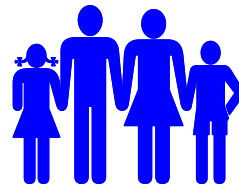
Karla Fry

Contact Details

Office working hours are Monday to Friday
9.00am-5.00pm.

An answerphone service is available when there is no-one to take your call. Messages will be retrieved during office hours and responded to at our earliest convenience.

Disability Action is not an emergency or rapid response service. If you require urgent attention please contact NHS Direct or dial 999.



Disability Action
Forest Dene
Christchurch Hospital
Fairmile Road
Christchurch
BH23 2JX

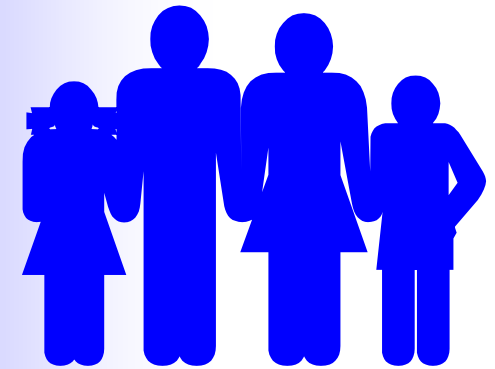
Tel: (01202) 705496

Fax: (01202) 477914

E-Mail: disability.action@dorset.nhs.uk

Disability Action

Client Leaflet



**A community
support, management
& monitoring service
for people with a
long-term
neurological/
neuromuscular
condition.**

Disability Action

Dorset 
Primary Care Trust

Disability Action is a service providing ongoing support, assessment/intervention and monitoring for adults with a long-term neurological/neuromuscular condition.

Some clients describe the service as a 'safety-net' which gives them reassurance that ongoing specialist advice and support is available, to aid them in the self-management of their condition.

The team covers South and East Dorset, Bournemouth and Poole Areas.

The Team

All professionals on the team are specialist in neurological conditions.

- Clinical Nurse Specialist in MS
- Clinical Nurse Specialist in Neurology
- Specialist Neurological OTs
- Specialist Neurological Physiotherapists
- Support Workers
- Administrators

Your Key Worker on the Team is:

Initial Assessment

- Your first visit will be conducted by one of the professionals from the team and will normally take 1½-2 hours.
- All aspects related to having a long-term neurological/neuromuscular condition are covered during this Initial Assessment.
- Any problems, actions and related goals will be agreed with you/your carer.
- Where possible you and your carers will be encouraged and advised on how to manage aspects of your condition yourself.
- A decision regarding when you will be reviewed and whether this will be in person or by telephone will be made with you at this appointment.
- In addition to this, you will be contacted 4-6 weeks after your Initial Assessment by a team member to follow up any issues identified. (This may not be the same person who conducted your Initial Assessment.)
- Following the Initial Assessment a letter will be sent to your GP and consultant (if you have one). A copy of this letter will also be sent to you.

Reviews

- Reviews are conducted either in person or by telephone and may be conducted by a professional or support worker from the team.
- Reviews will normally last up to 1 hour.
- All aspects related to having a neurological condition will be covered during a review with specific attention to any areas which may have been highlighted as problematic in the past.
- Any problems, actions and related goals will be agreed with you/your carer.
- Where possible you and your carers will be encouraged and advised on how to manage aspects of your condition yourself.
- A decision regarding when you will be reviewed and whether this will be in person or by telephone will be made with you at this appointment.
- Following the review a letter will usually be sent to your GP and consultant (if you have one). A copy of this letter will also be sent to you.



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