

**You have been seen today**

*Date:*

**in the Emergency Department  
by:**

**We recommend the following:**

**If you have any concerns,  
please ring 0118 322 7015 and  
ask for:**

**Please keep this leaflet to hand.**

## **Contact details**

Emergency Department  
Therapy Team  
Mon-Sun, 8am-8pm  
Tel: 0118 322 7015

If you leave a message on our  
answer phone, we will call you back  
as soon as we are able.

The therapist will normally be in the  
Emergency Department at the  
beginning of every working day to  
pick up messages and referrals.

To find out more about our Trust visit  
[www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information  
in another language or format.**

RBFT Therapy Team, February 2000  
Reviewed: April 2025  
Next review due: April 2027



# **The Emergency Department Therapy Service**

Information for  
patients, relatives  
and carers

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## **This leaflet explains how the Emergency Department Therapy Service can help you to return home safely after your visit to the Emergency Department (ED).**

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### **Referrals**

A member of the ED staff will refer you to our service. If this happens out of normal work hours or on a weekend or bank holiday, they can leave a message that will be picked up on the next working day.

**All patients will be contacted as soon as possible.**

### **Falls Clinic and RACOP**

If you have had a fall, you may be referred to the Falls Clinic at the Royal Berkshire Hospital. The clinic is held in Battle Block Outpatients & Therapies, Level 1 Battle Block.

This clinic offers help and advice on how to prevent further falls.

You may be also be referred to the Rapid Assessment Clinic for Older People (RACOP).

This clinic is held in the Same Day Emergency Care Unit on Level 1 Centre Block and sees people requiring further investigations, assessments and treatments.

### **Ways how we can help you**

- By carrying out a full assessment.
- By talking to you, your relatives and/or community services who may already be involved with your situation.
- By supplying essential items of equipment (such as raised toilet seats) immediately for long- or short-term need.
- By advising on areas of your daily routine that you may be finding difficult, possibly suggesting alternative ways of doing things.
- By referring you to social services, if home care is needed.
- We will discuss with you, your family and the ED team about how you can manage at home in the safest possible way.

### **Who will benefit?**

You will benefit from the Emergency Department Therapy Service if you have had:

- A fall.
- Upper limb injury – especially to the arm you use most.
- Lower limb injury – especially if weight-bearing is affected.
- A medical condition not needing in-patient hospital care, for example, an infection.
- A minor head injury.

### **When will you be referred?**

The following risk factors will normally result in you being referred to the occupational therapy service:

- If you live alone.
- If you care for a dependent.
- If you lose function following an accident.
- If you are elderly.
- If you have an existing long-term medical condition.
- If you have existing support services.
- If your family are concerned about you.