



Physiotherapy & Fitness Service Update

Whilst we believe in the importance of hands on treatment and face to face contact, this time of extraordinary measures means that we need to adapt so that we can continue to offer you our best and safest service possible within current government and professional regulating bodies guidance.

Our priority is to prevent the spread of Covid-19 and to protect you and your family and our staff. Therefore, the way we can continue to work with you has changed. We remain committed to continue to support you during these exceptional times and endeavour to ensure that your physiotherapy and fitness provision continues where possible.

Physiotherapy & Fitness Appointments:

We are able to offer appointments through **Remote Consultation**, either via email, phone or video calling, or a combination of these methods.

Whether you are already exercising at home; carrying out your personal exercise program, using your own equipment, have purchased one of our videos exercise classes or using other resources online, there is a lot we can continue to offer to you through remote consultation.

During a remote consultation we can observe your movements, assess your current issues, symptoms, concerns and provide advice on things that may help you including postures and positioning, providing/ reviewing exercises and advice on how to control and improve your movement and activity. We can also exercise with you (with carer or family support if required) during the session. A remote consultation may open up other opportunities, like us seeing you in your home environment, allowing us to make more specific recommendations.

'If you are hesitating about having a video session - don't. Sarah showed me exercises that I could do on both my arms and legs from my wheelchair and followed up by emailing me videos of the various exercises so that I could do them by myself on a daily basis. They are really helpful and beneficial.' Ron, Physio & Fitness Service User, May 2020.

Our Remote Consultation Sessions are charged at our usual rate, prorated for the time spent "online" on the phone/video-call and also includes "offline", sending through further advice/ tips/ exercises to you via email. Your therapist will be able to confirm the price of the session with you on an individual session basis depending on your length of session on any given occasion.

Exercise Groups

We are currently looking at ways to be able to offer some of our exercise groups through **Remote/ Virtual Classes**. If you previously attended an exercise group, we will be in touch with you directly once we can offer this and give more details about how this will work and the cost.

Exercise Videos

We have a range of pre-recorded 10-minute **Exercise Videos** for you to use at home. These are aimed at helping you to continue to exercise and maintain your strength, flexibility and fitness whilst you are at home and unable to access your normal classes and/or physiotherapy sessions. They can be used alongside any specific exercises that may have already been provided by your physiotherapist.

Hydrotherapy

If you normally attend hydrotherapy sessions with us we will be in touch with you directly when we are able to restart this service. In the meantime, please contact the team if you would like our advice and input through any of our other service options.

Face to Face Appointments

Please discuss with a member of the team about whether a **Face to Face Consultation** with you at this time is possible. The decision as to whether this is an option for you needs to be carefully considered on an individual basis. We need to ensure everyone's safety and that we are working in line with the latest guidance and advice from the government and our professional regulating bodies.

We can still help you, the only thing that has changed is the way in which we are able to do this at the moment. We want to continue to work with you on your physiotherapy and fitness goals within the limitations of this current situation.

One of the team will be in touch over the next few weeks to get an update from you and to establish if you require support from us at this time, and what type of input would be most helpful.

If you wish to book a session, register your interest for a virtual exercise class, order an exercise video or for any other information, please contact Sarah or Nicky at: physiofitness@whitelodgecentre.co.uk or Telephone 01932 577997 and leave a brief message with your name and number.

We look forward to the time when we can all be back together at White Lodge and able to resume all our services.

Best wishes from Sarah, Nicky, Carrie, Lisa, Jan and Eva