

## Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- provision of health or social care or treatment
- medical diagnosis
- preventative or occupational medicine
- management of health or social care systems and services, carried out by, or under the supervision of health professional or another person, who in the circumstances owes a duty of confidentiality under an enactment or rule of law

## Who to contact

Endeavour Unit

t: 01634 471 112

Harmony House, Pattens Lane,  
Rochester ME1 2RB

Our privacy notice is available at [medwaycommunityhealthcare.nhs.uk/privacy/](https://www.medwaycommunityhealthcare.nhs.uk/privacy/)

If you would like to view or request a copy of your patient record, please email [medch.dataprotection@nhs.net](mailto:medch.dataprotection@nhs.net) or call 01634 334640. In most instances this service is free and we aim to provide the requested information within 1 month. More information can be found by visiting:

[medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/](https://www.medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/)

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

## Customer care

Please send any comments about Medway Community Healthcare services to: -

Customer care coordinator

Medway Community Healthcare  
MCH House, Bailey Drive, Gillingham,  
Kent, ME8 0PZ

t: 0300 123 3444

[medch.customercare@nhs.net](mailto:medch.customercare@nhs.net)

All contact will be treated confidentially  
This information can be made available in other formats and languages. Please email [medch.communications@nhs.net](mailto:medch.communications@nhs.net)

Ref: MCH 455



## Endeavour Unit at Harmony House Stroke rehabilitation unit



Medway Community Healthcare CIC providing services on behalf of the NHS  
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ  
Tel: 01634 337593  
Registered in England and Wales, Company number: 07275637



## Welcome

Endeavour Stroke Unit at Harmony House is a 18 bed unit offering specialist stroke rehabilitation.

It is a nurse/therapy lead unit with access to GP's when required with back up from MedOCC.

### **Ethos:**

The ethos of the unit is to help you relearn skills and learning strategies to help you participate in activities of daily living.

Rehabilitation does not just take part in a gym, it happens in every activity you need to do from toileting and washing through to moving and talking. Our aim is for you to be as independent as possible in all activities of daily living.

### **Care plans:**

While we aim to individualise, your care plans the day on the unit is structured and you will be encouraged to participate in all unit activities such as groups and meals in the dining room.

### **On admission:**

On admission to the unit you and your family will be given the opportunity to meet with the unit manager or a senior member of staff. This initial meeting will give you more information on what to expect during your stay on the Endeavour Unit, how long your stay is likely to be and some feedback on initial assessment.

### **Keyworkers:**

Endeavour runs a keyworker system. You will be allocated a key worker who will be the main person for you or your family to contact should you have any concerns or questions. However, should you have any immediate concerns please ask any one of the staff who will be happy to answer your questions or make a convenient time to do this.

### **Assessment:**

You will be assessed by all relevant professionals (OT, PT, SLT and nurses). Following assessment treatment plans will be devised and discussed with you. If appropriate you will also be given an individual exercise programme. Therapy is based on an individual need and can vary in frequency, intensity and time

### **Family meetings:**

A family meeting will be arranged by week 3 of your admission and this will give the opportunity for patients and their family to meet and talk with all members of the team and obtain further feedback on progress in therapy and from nursing. The team will begin to discuss discharge plans in this meeting.

### **Other information:**

We encourage all patients to get dressed into their own clothes. Please bring in loose, comfortable clothing and suitable footwear (well-fitting slippers, trainers)

Flowers and plant pots are not allowed.  
No pets allowed.  
Rooms are to be kept clean and clutter free.

If your relative/friend should need an outpatient appointment during their stay with us, we will discuss with you, for the family to support with either taking/attending the appointment with the patient.

### **Visiting times:**

10:30 – 20:00  
12.30 – 2 visiting is closed due to protective meals times.