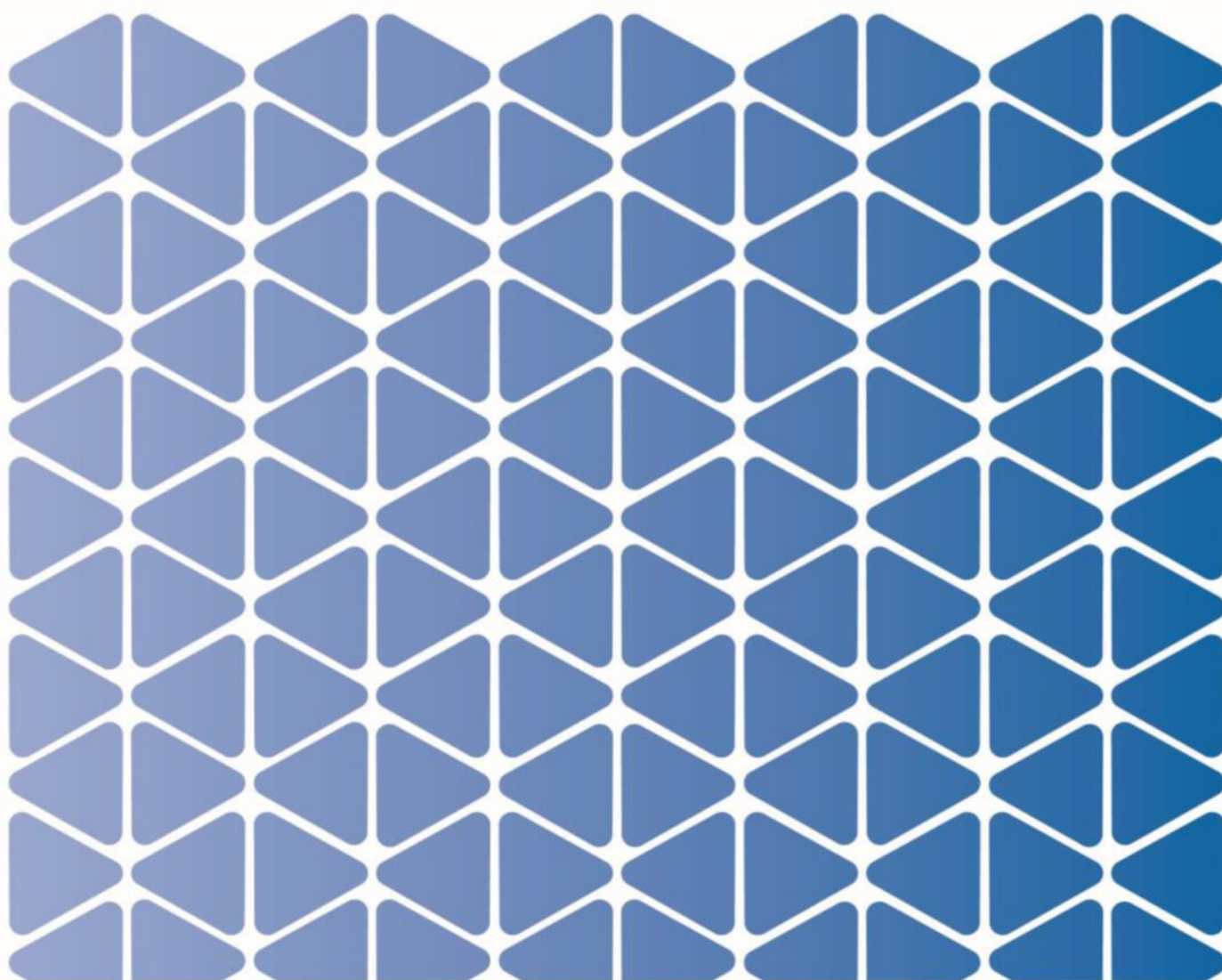




## PATIENT INFORMATION

# HYDROTHERAPY PHYSIOTHERAPY SERVICE



## **IMPORTANT- PLEASE READ BEFORE YOUR FIRST VISIT**

### **WELCOME TO THE HYDROTHERAPY DEPARTMENT**

#### **WHAT IS HYDROTHERAPY?**

Hydrotherapy is a form of treatment carried out in warm water. The pool at Worcester Royal Hospital is heated to 34.5° C, which is warmer than most swimming pools. It uses the buoyancy of the water to assist or resist movement and to do exercises. Hydrotherapy is used in the treatment of many conditions, including arthritis, musculoskeletal disorders and neurological conditions.

All trained staff are fully qualified physiotherapists who are registered with the Health and Care Professions Council. However, you may be seen by a physiotherapy assistant or student, who will be working under the supervision of a qualified physiotherapist. If you have any concerns about being seen by a student physiotherapist or an assistant, please inform us.

#### **WHAT ARE THE BENEFITS OF HYDROTHERAPY?**

The warm temperature of the water allows your muscles to relax and eases pain in your joints. This makes exercising easier.

The buoyancy effect of the water helps to support your weight which can also help to relieve pain and increase the range of movement in your joints and can make walking practice easier. Hydrotherapy can also be used to increase your muscle strength by using the resistance of the water.

#### **WHAT IF I CAN'T SWIM?**

You do not need to be able to swim to have hydrotherapy. The pool at Worcester Royal hospital ranges from 2-5 feet in depth so you can exercise at your own depth. There is a rail around the outside to hold on to if you are nervous but there will always be a physiotherapist in the pool and an assistant on the side. Buoyancy aids are available.

#### **WHAT DO I NEED TO BRING WITH ME?**

Please bring a clean swimming costume and towels in a bag. Please try to keep valuables to a minimum, however we do provide locker space if needed.

#### **HOW DO I GET INTO THE POOL?**

You will need to climb a few steps with two hand rails to enter the pool. If this is not possible then there is a mechanical chair or bed hoist to lower you into the water.

## **WHAT HAPPENS IN THE SESSION?**

Outdoor shoes must be removed or covered (covers provided) before entering the changing area to keep our floors free from dirt and mud.

You will be required to empty your bladder and have a brief shower on pool side to wash off any residue on your skin e.g. perfumes/creams.

Every measure has been taken to reduce the risk of slipping, but care must be taken when walking through the changing area and pool side as the floor can be wet. Please ask for help if needed.

After entering the hydrotherapy pool we will demonstrate exercises to perform in the water and may increase the exercises and/or resistance on a weekly basis. The sessions normally last for 30-40 minutes and there are normally other patients in with you doing other exercise regimes.

## **WHAT ARE THE SIDE-EFFECTS OF HYDROTHERAPY?**

The warmth of the water and the exercise can make you feel tired after treatment. This is normal. Make sure you do drink after your session to prevent dehydration.

## **WHEN SHOULD I CANCEL?**

Please also inform us if anything changes with your medical condition or if you feel unwell on the day of your appointment as this may affect whether you can go into the pool on that day.

- If you have been unwell with significant diarrhoea, you should refrain from attending for 2 weeks.
- New episodes of chest pain/angina
- High temperature/fever
- Infections e.g. wounds, skin, chest, urinary tract.

## **HOW IS THE CLEANLINESS OF THE POOL MONITORED?**

The pool water is tested before each session to check levels of chlorine and PH. The water is also tested weekly by microbiology.

## **WHAT HAPPENS AT THE END OF A COURSE OF HYDROTHERAPY?**

The number of treatments you receive will be limited, but we hope that you will be able to continue your exercises independently in your local pool after discharge.

If you have a physiotherapist you see regularly, we can liaise with them regarding onward care.

If appropriate we will write to your Doctor when you have been discharged from Hydrotherapy.

### **ATTENDANCE POLICY**

It is important that you attend this outpatient appointment. Please note that if you cancel multiple appointments or fail to attend any agreed appointment date we may not offer a further date.

Please also be aware that if you are over 18 years old and cancel or fail to attend your outpatient appointment it is your responsibility to contact the department and reschedule. If you do not do this within two weeks of your appointment date you may be discharged.

We may automatically send you text messages to remind you to attend. If you do not want this to happen, please tell the clinic receptionist.

### **COMMENTS**

We are always striving to improve our services to patients. There is a '**Patients Comments**' box in the department. Please feel free to use it to make suggestions.

### **COMPLAINTS**

We sincerely hope that your visit to our department will be beneficial.

If you have any cause for complaint about the service, please ask to speak in private to the head of department when he or she will do their utmost to put things right.

Information about the Patient Advice & Liaison Services (PALS) and complaints leaflets are available in the department.

### **CONTACT NUMBER**

If you have any queries about your treatment that cannot wait until your next appointment or you need to change an appointment, please contact us on one of the number below between 8.30 am and 4.30 pm Monday to Friday when we will do our best to help you.

The answer phone may cut in during busy periods, please leave your name, message and contact number and we will get back to you as soon as possible.

Physiotherapy Department, Highfield Rheumatology & Hydrotherapy Unit  
Aconbury West  
01905 760293

**If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.**

### **Patient Experience**

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

### **Feedback**

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

### **Patient Advice and Liaison Service (PALS)**

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

### **How to contact PALS:**

**Telephone Patient Services: 0300 123 1732 or via email at: [wah-tr.PALS@nhs.net](mailto:wah-tr.PALS@nhs.net)**

### **Opening times:**

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.