

Contact details

Referrals to the Integrated Rehabilitation Service are made from either your GP or another healthcare professional.

If you are already a patient within the service, you can contact your local team directly on the following numbers:

Mole Valley team
T: 01372 384 310

East Elmbridge, Epsom, Ewell and Banstead team
T: 01372 734 791

Need to contact the service?

Please see the Contact details section of this leaflet.

Your experiences

CSH Surrey is committed to putting people first and continually improving services through listening and responding to feedback. To share your experiences, please:

Call: 020 8394 3846/43
Email: CSH.Feedback@nhs.net
Or write to the Head Office address below.

Large print, audio format or another language

Call 020 8394 3846/43
or email CSH.Communications@nhs.net
to receive this information in large print,
audio format or another language.

General enquiries

Visit www.cshsurrey.co.uk for information and contact details for all other CSH Surrey services.

A heart in the community

CSH Surrey, proud to be part of the CSH Group. As a social enterprise, CSH makes profit to benefit local communities and to enhance its health and care services.



CSH Surrey, Head Office
Ewell Court Clinic, Ewell Court Avenue
Ewell, Epsom, KT19 0DZ

Company registered number 5700920



Integrated Rehabilitation Service (IRS)

Provided by CSH Surrey and Surrey County Council

Better healthcare together

CSH Surrey, providing NHS community nursing and therapy services in the homes, schools, clinics and hospitals in the heart of Surrey since 2006.

What is our aim?

The aim of the Integrated Rehabilitation Service is to enable adults to remain as independent as possible, taking into account health and social circumstances. The focus is on rehabilitation and promoting independence within a patient's own home.

Who does the service support?

The service supports people who have recently spent time in hospital or had an operation who need rehabilitation to return to independence at home. It also supports those who need rehabilitation support to prevent them being admitted to hospital when their health or mobility has deteriorated.

What happens when you are referred to the service?

After we receive a referral from your GP or other professional, a member of the team will visit you to assess your situation.

They will identify the areas you are having difficulties with. They will agree a plan and goals with you to help you become more independent and improve your quality of life.

For how long will you be supported by the service?

The service provides **short-term** support from a few days up to three months, depending on your needs. How often you receive input will be based on your needs and goals.

The team will monitor and review your progress and adjust your care plan as needed. If, at the end of your time with the IRS service, you need ongoing help and support, the team will support you to set this up. There may be instances where it will be necessary to make a charge for elements of your package of care following a financial assessment.

The decision to discharge a patient from the IRS service will be made jointly with you based on the progress you have made and the goals you have achieved.

“Everybody involved has been so helpful and full of ideas as to how life could be made easier for me... I have been in and out of many hospitals and have never before received so much help, so willingly given. Thank you all.”

Integrated Rehabilitation Service patient



About the team

The IRS service brings together a wide range of professions and skills from both CSH Surrey and Adult Social Care. Each team includes:

- Physiotherapists
- Rehabilitation assistants
- An administration assistant.

Every IRS team works within a larger, area-based community team that includes:

- Community nursing teams (district nurses and community matrons)
- Mental health practitioners
- A 'rapid response' team to help avoid patients going into hospital if their health deteriorates.

The IRS service has close working links to all Social Care Teams, working alongside Reablement Occupational Therapists, Reablement workers and Social care practitioners to ensure all aspects of a person's health and social care needs are addressed.

The team will agree an action plan with you, which may include input from all or just a few members of the IRS or wider team. They will work together to help you become more independent.