

**Rashida's story September 2023**

**Service name:** Intermediate Care at Ings Grove.

**Main purpose of service:** For people who are medically stable but need a bit of extra rehabilitation to cope at home and remain as independent as they possibly can. The service provides 24-hour support and care at 3 different venues in Kirklees. Locala's rehabilitation team work along-side social care colleagues, helping guests to maximise their independence, so they can carry out day to day activities.



**About the person:** Rashida is a retired GP Practice Manager.

Five months ago, Rashida started to fall and experience pain in her legs. The pain worsened to the point that Rashida needed help to get out of bed. When it took three and a half hours for her daughter to help her get up, she rang for an ambulance and was admitted to hospital. No fractures were found on a CT scan, but when the physiotherapist insisted on an MRI scan, it was found that Rashida had a tumour on her lumbar spine and that nerves in her lower back were compressed. She explains, **"I had to wait six weeks in hospital for surgery. Bone was removed to decompress the L4/5 area. But they didn't touch the melanoma – it's benign. I said fine, I've taken it off my mind. What's the point of worrying about something that can't hurt me?"** She was moved to Ings Grove two weeks after surgery to start walking again, having been hoisted and bed bound for many weeks.

**Arriving at Ings Grove:** Rashida says, **"I didn't know what to expect. I was apprehensive as I had spoken with someone who had been here 6 years ago, and she told me not to go. But things change and you have to find out yourself. Then I relative told me, 'You should go, it's very nice'. I am very happy I came. When my brother saw me here, he said, 'I am so pleased to see you smile again!'"** Rashida continues, **"I feel at home here – the staff go overboard to make you feel at home. People say hello. This place is very good for patients."**

**Progress:** Rashida feels rehabilitation is making sure she gets back on track. **"Nabila, Richard, Nafeesah, Kadie – they are very helpful and explain things properly. They applaud me – you feel better instantly when you feel positive. Illness comes so quickly but takes a long time to go. It's such a long journey. Kadie has already assessed what equipment I need when I go home."** Rashida was moved by hoist when she first arrived. She can now walk indoors with a Zimmer frame and is working on increasing the distance she can do. Rashida is also practising walking outside with a 3 wheeled walker

**Supporting cultural and religious needs:** Rashida is a practising Muslim. When asked if her beliefs have been respected, she explains, **"I listen to the Koran on my phone. I was offered a sign on my door to say when I was praying, but I just lift my prayer beads up and people know. In my culture, we prefer female staff to help with personal things – my sister came in and helped with my first shower – and the team here understand"**. Rashida says the care team have been supportive, asking if she needs any help to cleanse in preparation for prayer (performing wadu).

Rashida met Joanne Vaughan on 14 September 2023 and gives full consent to share her story.