



CTC

MEMBERSHIP

INFORMATION

Offering guidance, support, information and therapies to anyone living with or supporting someone with a neurological or long term condition



www.thecharcot.org.uk

CHARCOT THERAPY CENTRE

Our ambition is to be a Centre for individuals and their wider support network who experience a neurological or long-term health condition.

We are an inclusive and inviting community hub and our focus is to be a supportive and informative Centre.

Charities like ours play a vital role within our society, supporting the most vulnerable and binding communities, whilst improving the quality of life for all.

We have been welcoming people living with any neurological or long-term chronic illness and their carers for the last 40 years, as well as those with sports injuries or post operative recovery needs.

We provide members with access to a variety of alternative, holistic and self-help therapies.

Our Centre is used as meeting hub to try and eliminate social isolation and encourage friendships and independent support groups. We actively seek this by having a calm and non clinical approach to how our Centre looks and feels.

OUR VISION

The Charcot Therapy Centre is an informative, inclusive and inviting community hub delivering unique and alternative therapies, in a friendly, homely and non-clinical environment. Alongside our dedicated team of therapists and volunteers we support and encourage individuals with compassion and empathy to embrace their well being and symptom management to allow them to live a good quality of life.

OUR MISSION

The Charcot Therapy Centre is a Centre for people living with or supporting someone with a neurological or long term condition. We embrace collaborative working with both charities and statutory services.

Centre Manager - CEO

Rachael Evans since 2014

Deputy Manager - COO

Jade Barnes since 2021

Our Centre's Hyperbaric Oxygen Advisor

Petra Kliempt BSc (hons), MPH, PhD

WHO DO WE SUPPORT?

If you have been diagnosed or are going through the diagnosis process of any neurological or long term condition you are very welcome here at our Centre. You can join us for a small annual subscription that gives you access to all the therapies we offer. All of our therapies are subsidised by the charity.

Membership to the Centre is not means tested and regardless of ability to contribute, we have never and will never, turn anyone away who may benefit from our services.

"The atmosphere is always very friendly, warm and very helpful. We always leave the Centre feeling happy and refreshed". PF

OUR THERAPIES

Members of our Centre regularly experience physical and mental benefits from our holistic therapies. Our therapies are subsidised by the charity, and offer fantastic value for money. Each therapist is self employed and run their own appointment diaries. They are happy to discuss their methods and your ideal outcomes. They are all fully trained, certified and insured in their field.

Holistic Therapies

Acupuncture
Foot Care Clinic
Massage (Swedish)
Massage (Deep Tissue & Sports)
Mindfulness & Meditation
Reflexology
Reiki



Talking Therapies

Wellness Coaching with CBT
Managing Memory & CST

Exercise

Functional Neurological Exercise
1:1 Exercise Therapy
Self Help Power Assisted Exercise Suite



Workshops

Fun with Arts & Crafts
Knitting & Crochet Group
Gong Bath (Sound Therapy)



Other Support

Hairdresser
Benefit Form Completion Support
Carers Groups
MS Nurse Clinic
Parkinsons Clinic

Social

We are an inclusive social hub where you can meet up with other members and visitors to the Charcot. We also aim to have social events throughout the year which are organised and supported by our Charcot Champions.

Collaborations



GFitness run all of our 1:1 and Group exercise sessions



PARKINSON'S^{UK}
CHANGE ATTITUDES.
FIND A CURE.
JOIN US.

The MS Nurse Team & Parkinsons Nurse Team with Parkinsons UK run their clinic here at our Centre. The booking office makes all appointments.



FND Friends run a coffee morning here once a month

What does it mean to be a member of the Charcot Therapy Centre?

- The Charcot is based on the principle of self-help on a self referral basis. We exist to provide the therapies and support that you, the members, decide are important and needed. **We are not a Medical Facility.**
- The charity is run by 2 members of staff (the management team) supported by a board of trustees, all for the benefit of the members who can benefit from the services.
- The Centre is not part of, and receives no support from the NHS. We receive no funding from any other statutory sources.
- As a member you agree to support the Centre's team and volunteers to help us raise approximately £120,000 per year to provide the services and support we all value.

Once your full membership is complete we offer access to various different therapies at a subsidised rate.

- Each therapist who comes to the Centre is self employed. They are fully qualified in their field, fully insured and DBS checked.
- All appointments are made and / or cancelled directly with the therapists.
- All therapies are subject to a cancellation fee should they be missed or cancelled at very short notice.
- The primary costs for services are mostly covered by the therapist.
- The Centre provides admin and provision of facilities, which amounts to approx. £27,000 per year.

OUR THERAPY PRICES

1:1 Exercise Therapy - £30 per session

Acupuncture - £35 per session

Hopi Candles - £30 per session

Beauty Therapist – Individual Prices

Oxygen Therapy - £20 chamber session / £10 ambient session (outside chamber) **

Foot Care Clinic - £35 per session

Neurological Functional Exercise Class - £30 for 6 sessions **

Massage (Swedish) - £35 per Session

Massage (Deep Tissue / Sports) & Reflexology - £35 per session

Reiki - £20 per session

1:1 Well Being Coach & CBT - £35 per session

Varied Workshops - £5 donation per session **

CST & Hypnotherapy – Individuals Prices

Hairdresser (Unisex) - Individual Prices

**** Therapies Booked directly with the Centre: The donations made for these therapies are contributions to the running costs of our Centre which help us continue the provision of these services.**



Consultation with Members & Centre Users

The Following arrangements exist for consultation with members / Centre users about the operation of the Centre.

- We welcome suggestions and ideas - The Charcot Therapy Centre is your Centre. Please email with your thoughts and / or ideas to hello@thecharcot.org.uk or let a member of the team know.
- The board of trustees are elected annually at the Centre Annual General Meeting (AGM). A number of our trustees have lived experience with either a neurological or long term condition or are a Carer for someone living with a neurological or long term condition who attends the Centre, so they are in frequent contact with the Centre membership. To promote impartiality some of our trustees do not have a neurological or long term condition and their expertise lies in other areas: e.g. business.
- A survey is taken from time to time to consult with members and obtain comments on the operation of the Centre. The returned forms are all anonymous. A summary of results is given to the Board of Trustees.
- Members have the right to access any of their own personal records held at the Centre in accordance with the Data Protection Act.
- Should anyone have the misfortune to collapse while on the premises, staff trained in First Aid will assist them until medical assistance arrives. If this does not comply with your wishes, please inform the Centre Manager in writing.

Arrangements for dealing with Complaints

Written policies are in place to ensure that the privacy and dignity of members is maintained. Private rooms are available for confidential meetings.

The Centre's objective is to resolve any issues promptly and justly, whilst ensuring that any complaint is thoroughly investigated by a responsible person prior to its resolution.

Concern & Complaints Policy

- Complainants may register a concern or a complaint face-to-face, by telephone, by e-mail, by letter or by other verbal or written means with the Manager of CTC. The Centre manager of CTC will acknowledge in writing within two office days (i.e. Monday-Friday inclusive).
- COMPLAINTS. In the first instance, the Centre Manager will address the concern or complaint. If there is no satisfactory resolution within seven working days then the concern or complaint can be raised to the trustee board.
- A nominated trustee will investigate the concern or complaint by a meeting with the complainant and establish what resolution request they are seeking.
- The CTC trustee board will make a full written response to any concern or complaint within 20 working days or, where the investigation is still in progress; give a written explanation of the reasons for the delay.
- The CTC trustee board will give a full written response within five working days of reaching a conclusion.
- This procedure provides for the complainant to receive written confirmation of the stages of investigation and actions taken.
- If, after a meeting of the CTC trustee board, there is still no resolution of a given problem, complainants may ask the Neuro Therapy Network to adjudicate. In this event, please email info@neurotherapynetwork.org.uk.
- An anonymous register will be kept and reported to the CTC trustee board on a quarterly review of the outcomes of any concerns or complaints.

VEXACIOUS COMPLAINTS

A complaint may be regarded as vexatious if the complainant continues to pursue a complaint that has already been addressed and provides no new information that warrants further action or; After reasonable efforts, fails to furnish additional information which would be likely to be available, relevant to, and supportive of, the issues raised in the complaint or; Lies or gives misleading information to the independent reviewer.