



CTC MEMBERSHIP PACK

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 of excellence 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 of excellence 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
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

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



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

Hyperbaric Oxygen Therapy (HBOT)

There is roughly 21% oxygen available in the air that we breathe – with the remainder being comprised of 78% nitrogen and small amounts of argon, carbon dioxide, neon, helium and hydrogen. When we inhale this air, the oxygen molecules attach to our red blood cells (haemoglobin) and are transported around the body by our blood.

Hyperbaric oxygen therapy involves breathing increased levels of oxygen at higher than normal atmospheric pressure. You experience atmospheric pressure everyday and the extra pressure you feel is small, no more than what you feel in a commercial aeroplane.

How Does It Work?

In HBOT, we increase inspired oxygen to almost 100% (99.5%) and increase pressure around the body in our chamber. The increased pressure allows the additional inspired oxygen to saturate the blood plasma; these oxygen molecules are not bound to red blood cells meaning they are free to diffuse into the various body tissues; stimulating, synergising and accelerating healing.

What Happens During An Oxygen Session?

HBOT is simple and non-invasive, you are seated in a purpose built chamber with up to 6 other people, or in the oxygen suite with up to 9 other people for ambient oxygen. Outside of the chamber are two trained operators. You will be given a mask that is connected to the supply and exhaust pipes. The mask is placed on your face, tightened to ensure a good seal, then sit back, relax and breathe.

Oxygen sessions and conducted in three stages:



It is very important to note that if you feel unwell or have a cold that may affect your ears or sinuses you must not go in the chamber.

What is involved in Hyperbaric Oxygen Therapy (HBOT) at the Charcot Therapy Centre?

Before you begin HBOT expect to commit to an initial course of between 15-20 sessions, this will usually consist of 1 session per day, over the course of 5 days for 4-5 weeks.

Your first session will be outside of the chamber. Your chamber sessions will start from session 2 and will start at the lowest pressure 1.50ATA with the potential to increase the pressure up to the highest level at a pace you feel comfortable with.

Occasionally it isn't feasible to attend everyday and in those instances we will work with you to arrange as many sessions, as close together as possible, to help maximise the potential benefits.

When you are in the chamber wear comfortable, loose fitting clothes. Some of our members find it beneficial to wear layers as the chamber can become quite warm during the course of a session.

When the pressure increases in the chamber you will need to equalise your ears just as you would if you were on an aeroplane. There are a number of ways to do this:

- Swallow - this is usually the most effective method
- Blowing your nose - while holding it and your mouth closed
- Move your jaw from side to side then forwards and backwards
- Try to force a yawn
- Taking sips of water, you will need to bring a plastic bottle of still water with you.

Don't worry if you can't clear your ears at first, let the operator know straight away and they will slow, or stop, the pressurisation. There will always be an operator to help.

As you are required to wear your mask for the entirety of the session it will be difficult to talk and the noise will make it tricky to hear. Most people, during a session, listen to something through their headphones or read a book to keep themselves entertained.

You can bring your mobile phone, tablet or laptop into the chamber and there is free Wi-Fi, however, we do recommend you download any programs you may like to watch rather than stream them.

If you have any questions, our oxygen operators or management team will be happy to help.

Benefits of Oxygen Therapy

- increases oxygen concentration in all body tissues
- stimulates growth of new blood vessels, improves blood flow to areas with any arterial blockage
- increases blood vessel diameter, improving blood flow to organs, rebound arterial dilation
- stimulates adaptive increase in superoxide dismutase (SOD) - an internally produced antioxidants and free radical scavengers.
- enhances white blood cell action to aid the treatment of infection
- improves sleep quality, reduces fatigue and 'brain fog'

Important Information about Hyperbaric Oxygen Therapy HBOT

Under proper supervision, as is always provided by trained operators at the Charcot Therapy Centre, the risks of oxygen therapy are very minimal. The most common side effect is ear pain and users are monitored closely for this.

- **Optic Barotrauma (pain in the ears/sinuses):** Some users may experience pain in their ears or sinuses. If they are unable to equalize their ears or sinuses, please inform the Operators immediately and the pressurisation will be slowed or halted and suitable remedies will be applied.

Please note – should you be suffering with a cold or other condition affecting your sinuses, you are advised for your own comfort, to avoid coming for oxygen therapy until the condition has cleared up. This will also help to ensure that Centre Members with compromised immune systems are not put at risk.

- **Serous Otitis:** Fluid in the ears sometimes accumulates as a result of breathing high concentrations of oxygen. It may occasionally feel like ‘having a pillow over the ear’. This disappears soon after the treatment ceases and can often be eased with decongestants.
- **Visual Changes:** After 20 or more sessions, especially for those over 40 years of age, some users may experience a change in their vision. This is usually temporary and in the majority of cases vision returns to its pre therapy level about 6 weeks after the cessation of therapy. It is not advisable to get a new prescription for glasses or contact lenses until at least 8 weeks after your final oxygen therapy session.
- **Cataracts:** Individuals with cataracts have occasionally had a maturing or ripening of the cataract(s)
- **Cerebral Air Embolism and Pneumothorax:** Whenever there is a rapid change in ambient pressure, there is the possibility of rupture of the lungs with escape of air into the arteries or into the chest cavity outside the lungs. This can only occur if the normal passage of air out of the lungs is blocked during decompression. The rate of decompression in our oxygen sessions is very slow to avoid this possibility. It is important that you breathe normally during treatment and don't hold your breath.
- **Fatigue:** Some people may subsequently feel fatigue following therapy but this is not a consistent finding.

Allergies

Our oxygen masks are primarily made of silicone however, some oxygen masks or seals used at the centre **may** contain latex or other allergic materials. If you have any allergies please advise a member of the oxygen team and we will endeavor to source a suitable alternative.



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.
- 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 £110,000 per year to provide the services and support we all value.

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 info@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.

New Member Details

The purpose of this is to ensure we have all the necessary information regarding your condition. This will help us to establish which therapies at the Centre could be the most beneficial for you. Please complete the form in full and if you have any queries please do not hesitate to ask.

Strictly Private & Confidential

I wish to become a member of the Charcot Therapy Centre:

- Full Membership £48.00 per year (Pro Rata) Month Joined _____ £ _____
- Legacy Membership (access to therapies NOT incl.) £15.00 per year
- Carer Membership Carer to: _____
- Sports Injury Oxygen Only Membership

Your Details:

Title: Mr / Mrs / Ms / Miss / Mx / Dr / Other (Please Specify) _____ Date Of Birth _____

First Name: _____ Surname: _____

Address: _____

_____ Post Code: _____

Contact Numbers: _____ Home

_____ Mobile

Email Address: _____

Ethnicity: _____

(We ask this as some trusts we receive funding from require this information)

Emergency Contact Name: _____

Emergency Contact Number: _____

GP Name: _____

GP Telephone Number: _____

How did you hear about the Charcot? _____

Are you currently in employment? Yes _____ No _____

Do you volunteer anywhere? Yes _____ No _____ if so Where? _____

Medical History

Primary Condition: _____

Other Conditions: _____

Allergies: _____

Sport Injury: Details: _____

Epilepsy

Circulatory problems i.e DVT

Diabetes / Hypoglycemia

Serious Illness / Operations

Heart Conditions

Upper respiratory conditions

Covid - 19

Ear / Sinus Issues

History of Cancer

On immunosuppressant medication
i.e high dose steroids or
Disease Modifying Therapies

Have you been advised not to fly?

Are you currently taking part in any clinical or hospital studies? Yes No

Please list any major illnesses / operations / conditions: _____

Please list all medications you are currently taking: _____

Any other medical information you feel we need to be aware of: _____

Do you have a carer? Yes No

I understand that it is my responsibility to inform staff at the Centre when any changes in my medication or condition occur so that my records can be updated accordingly.

Please initial:

Date:

Privacy Statement

At the Charcot Therapy Centre we are committed to protecting and respecting your privacy.

Why do we need your personal and sensitive health information?

It enables our Centre staff to discuss and assess you so that we can provide you with the most appropriate and suitable therapy options available. Our legal basis for processing your personal and your health information is covered by Legitimate Interest: Article 6 (1) (f) and special category (sensitive / health data) Article 9 (2) (d) of the General Data Protection Regulation 2018 (GDPR)

Who has access to your information?

The information you provide is processed by Centre staff members only, securely stored and retained on the Centre's electronic database and therapy booking system.

How your information is used?

Your information will be used only for the following purposes:

- assessing and reviewing your individual needs and suitability for therapy.
- to monitor the effectiveness of any therapy and / or therapy plan
- evaluating the outcomes of service activities and / or therapy interventions
- for personal identification on our therapy booking system which enables you to book appointments in the Centre.
- administration purposes, to keep you updated with schedule changes and / or service developments.

Our privacy policy is available on request. Please ask for a copy from the Centre Manager

Your consent is required for specific aspects of what we do, please read and initial the following statements only if you agree to provide your consent.

Health & Safety: I understand that the Centre is a self - help Centre and therefore if I require assistance to access the Centre then this will be provided by myself. I confirm that I am aware that the Centre's policies require that I provide for physical assistance, personal care or any other assistance, I may require under normal circumstances.

Please Initial:

Information Sharing: I understand that in order to provide appropriate care it may be necessary for the therapists or oxygen operator to contact other health care professionals such as my GP or Specialist Nurse; or to liaise with other therapists at the Charcot Therapy Centre. I give my consent for this to happen if required.

Please Initial:

Electronic Communications: I consent for my details to be added to the Centres digital mailing list. Please note: This is our preferred method of communication and has been a vital tool in helping us stay connected with members, you will also receive newsletters plus details and information on special events and fundraising activities.

Please Initial:

Photography: I consent for my picture / video to be taken and used for the centres service reporting purposes and / or in the marketing of services.

Please Initial:

Additional Agreements: There may be times where there are other clients in the Centre at the same time as myself. I will respect the confidentiality and privacy of other clients within the Centre. I understand that the Centre is not part of the NHS, but a privately run therapy Centre which has highly trained staff and volunteers.

Please Initial:

Your consent is required for specific aspects of what we do, please read and initial or sign the following statements only if you agree to provide your consent.

Benefits of Therapies: I fully understand that the benefits of therapies / activities will also depend on my lifestyle choices, on-going medication and general health and are undertaken at my own risk. I understand that if I have not given the correct details or have failed to provide all relevant and appropriate information the effects of therapy could be nullified or lessened.

Please Initial:

Oxygen Therapy (HBOT): You agree that you are self-referring and confirm: - "I am undertaking HBOT completely at my own risk and I understand that neither I nor any member of my family, have a claim for any injury received while undergoing or for having undergone HBOT at the Charcot Therapy Centre". You have been honest about your symptoms, you have read and understood the information on the potential side effects of HBOT and agree to abide by any instructions given by the chamber operator before and during the session to ensure that treatment is safe and comfortable for yourself and other members.

I confirm that:

- I am not Pregnant
- I do not have Angina
- I do not experience Seizures or have Epilepsy
- I am not undergoing Chemotherapy
- I do not have any eye complaint e.g. Optic Neuritis, Pressure Issues
- I have not been advised against flying

I am aware that the therapy may not benefit all individuals and that it is not possible to know in advance if it will be a benefit. I will however endeavour to observe any rules for therapy laid down for safety and efficiency and to attend each session as agreed.

I confirm that I understand the protocol set out by the Charcot Therapy Centre and the method of clearing my ears when I undertake Oxygen Therapy.

Signature.....Date.....

Exercise Therapy: You agree that you are self-referring and confirm: - "I am undertaking this therapy completely at my own risk and I understand that neither I nor any member of my family, have a claim for any injury received while undergoing or for having undergone therapy at the Charcot Therapy Centre". You have been honest about your symptoms, and agree to abide by any instructions given before and during the session to ensure that treatment is safe and comfortable for yourself and other members.

I confirm that:

- I am not Pregnant
- I do not have Epilepsy
- I do not have a DVT
- I am not on Blood Pressure medication
- I have not had joint replacement surgery in the last 3 months
- I am able to undertake exercise without medical supervision

I am aware that the therapy may not benefit all patients and that it is not possible to know in advance if it will be a benefit. I will however endeavour to observe any rules for therapy laid down for safety and efficiency and to attend each session as agreed.

I confirm that I understand the protocol set out by the Charcot Therapy Centre.

Signature.....Date.....

Arrangements for dealing with Complaints

Cancellation or 'No-Show' for therapies

We do understand that sometimes you might not be able to attend your appointment at the Charcot Therapy Centre. We know that emergencies, illness and un-foreseen events happen and that they can happen to anyone. However each late cancellation or 'no-show' denies another member the opportunity to access the services of the Centre.

Sadly, these missed opportunities come at a cost to the Centre and as a charity the loss of revenue can cause further knock on effects for our members.

To help us try and reduce the impact of missed appointments please follow the guidelines below:

- If you need to cancel an appointment please provide at least 24 hours (one working day) notice.
- To cancel, or rearrange, you should call the Centre on 01452 419 246 or email info@thecharcot.org.uk during the hours of 9:30 to 3:00pm, Monday to Friday.
- Cancellations using any other email address or via any of our social media channels, will be treated as a 'no-show' as these communications methods are not monitored constantly.
- If an appointment is not cancelled within the 24hrs requested we will, unfortunately require the full suggested contribution amount of the therapy you missed.
- In the event of an actual emergency, when prior notice wasn't possible, we will consider the granting of an exception.
- Any appointment made with our therapists will need to be cancelled directly with them as per their own policies. Any appointment cancellation with less than 24hrs notice to a therapist may also incur a cancellation charge as per their own arrangements.

Late show Policy

You can help us to continue providing the best support we can to each and every member by arriving at the Centre at least 15 minutes before your session / appointment is scheduled.

If you are unable to make your appointment on time the following applies:

- If it is safe to do so please call and let us know, **do not call if you are driving**
- Unfortunately, it will not be possible to delay an oxygen session booked for inside the chamber. However, where possible we may be able to offer an isobaric oxygen outside the chamber so do check when you call.
- We reserve the right to cancel future appointments and request a donation for missed sessions where members are continually or excessively late as this is inevitably caused significant complications for our therapists and other members waiting for an appointment.

Repeated Cancellations or 'No-Shows'

Where there is evidence of repeated, short notice cancellations and or 'no-shows' we reserve the right to cancel, change or refuse any further bookings for therapies.

We appreciate that sometimes this is due to matters beyond your control and, in those cases, we are more than happy to discuss the situation and how best to rectify it.

We ask you to sign it when you become a member and on subsequent renewal dates to show that you agree with and accept the cancellation terms:

Signed: _____ Date: _____

Name in BLOCK CAPITALS: _____

Charity Gift Aid Declaration



For every £1 from you the government gifts the charity 25p.

All you have to do is complete the form and tick the box.

Gift Aid is reclaimed by the charity from the tax you pay for the current year.

Your address is needed to identify you as a current tax payer.

In order to Gift Aid this donation or any future donations you make you must complete the details and tick the statement box below:

I agree, I want to Gift Aid my donation and any future donations I make or have made in the past 4 years to:

Registered Name of Charity: M S Information & Therapy Centre Ltd t/a Charcot Therapy Centre

I am a UK taxpayer and understand that if I pay less Income Tax and / or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

First Name _____ Surname _____

Home Address: _____

Postcode: _____

Signed: _____ Date: _____

Please notify us if

- you want to cancel this declaration
- you change your name or home address
- you no longer pay sufficient tax on your Income and / or Capital Gains Tax

If you pay Income Tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all of your Gift Aid donations on your Self-Assessment tax return to ask HM Revenue and Customs to adjust your tax code.

Standing Order Form to Bank

Please take or send the top half of this form to your bank to set up a standing order, or, if you use online banking, you can set it up there.

To The Manager:

Name of Bank _____

Address of Bank _____

_____ Postcode: _____

I would like to make a regular donation of **£4.00** to:

Account name:- **Gloucestershire M S Information Therapy Centre T/A Charcot Therapy Centre**

Bank Sort Code: 20 – 33 - 83 Account number: 503 949 12

Bank: Barclays Bank

To begin on (Day) _____ of (Month) _____ in (Year) 20 _____
and thereafter **monthly** on the same day until further notice.

Account Holder Name: _____

Bank Sort Code: ____ - ____ - ____ Account Number: _____

Please Include the following reference in the S.O: (*your Surname and Initial*) _____

Signed: _____ Date: _____



Notification of completed standing order

Please return this slip to the Charcot Therapy Centre

I have arranged to make a regular donation of **£4.00** by standing order to the M S Information & Therapy Centre Ltd t/a Charcot Therapy Centre

To begin on (Day) _____ of (Month) _____ in (Year) 20 _____
and thereafter **monthly** on the same day until further notice.

The standing order reference for my donation is: (*your Surname and Initial*) _____

Name: _____ Date: _____

This page is blank by design

Oxygen Therapy Assessment

Symptoms 1-10 (1=good 10=bad)	Date		Date		Date		Date	
Fatigue								
Brain Fog								
Vision								
Head & Neck								
Trunk								
Arms								
Legs								
Joint Pain								
Walking								
Balance								
Co-ordination								
Bladder Urgency								
Bladder Frequency								
Bowel Function								
Speech								
Swallowing								
Breathing								
Sleep								
Circulation								
Memory								
Concentration								
Depression / Anxiety								
Well-being								
	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Any change in medical history?								

Any Changes please comment below:

Exercise Therapy Assessment

Symptoms 1-10 (1=good 10=bad)	Date		Date		Date		Date	
Fatigue								
Brain Fog								
General Movement								
Head								
Neck								
Trunk								
Arms								
Legs								
Joint Pain								
Walking								
Balance								
Co-ordination								
Breathing								
Sleep								
Circulation								
Memory								
Concentration								
Depression / Anxiety								
Well-being								
	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N	Y/N
Any change in medical history?								

Any Changes please comment below: