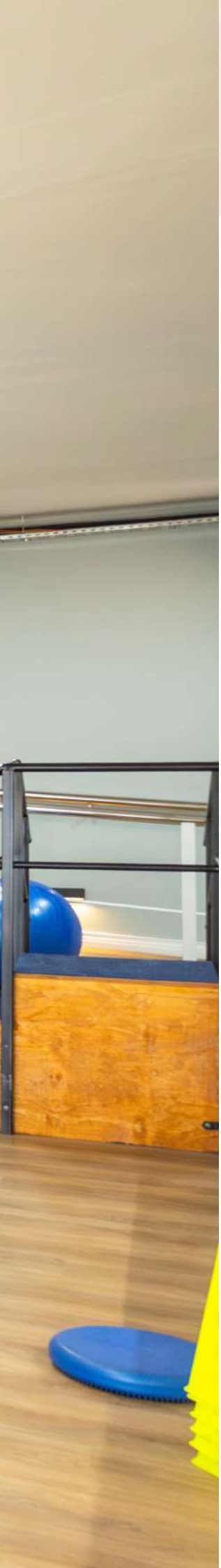
FAIRCAPE
HEALTH

4.9 Google Rating
Over 70 Reviews

FAIRCAPE HEALTH SOMERSET WEST

Sub-Acute Rehabilitation
Patient Information



CONTENTS

About Faircape Health 04

Why Choose Faircape Health 06

What Sets Faircape Health Apart 08

Visitation Policy 10

Ongoing Communication 11

Meet our Interdisciplinary Team 12

Our Facilities and Services 16

Pharmacy 18

Faircape Health's Rehabilitation Services 20

Exceptional Medical Care 22

Sub-Acute Rehabilitation Admissions 23

What to Bring 24

Patient Reviews 25

ABOUT
FAIRCAPE HEALTH

We specialise in providing goal-driven sub-acute rehabilitation that puts you at the centre of your recovery. Whether you're healing after surgery, illness, or injury, our purpose-built facility in Somerset West offers compassionate care, expert guidance, and a supportive environment where every step forward matters. Together, we focus on meaningful goals that help you regain confidence, independence, and quality of life, at your own pace, and with dignity.

Sub-Acute Rehabilitation | Your Bridge to Recovery

Sub-acute rehabilitation is a critical phase of healing, offering intensive medical attention and personalised therapies to help you regain independence. Our interdisciplinary approach ensures that every aspect of your recovery is addressed, from physical strength to emotional well-being. Our integrated team of healthcare professionals works together to deliver seamless, holistic care across both facilities. This includes;

Purpose-Built for Your Recovery

Our rehabilitation spaces are thoughtfully designed to support recovery at every stage. Patients benefit from advanced equipment including an active-passive cycler, a tilt bed, Bobath plinths and parallel bars, all complemented by a fully functional gym. Dedicated areas for cognitive rehabilitation and specialised hand therapy allow for focused, goal-directed treatment, while our large physiotherapy gym provides a motivating environment for restoring strength, mobility and confidence, helping each patient progress safely and effectively toward independence.

Comprehensive Medical Care

- On-site doctors, including a family physician.
- Nurses and carers provide 24/7 support.

Therapy Services

- Dedicated physiotherapists, a dietitian, psychologist, neuropsychologist, occupational therapists, and speech therapy professionals.
- Individualised treatment plans to maximise your recovery.

Nutritional Support

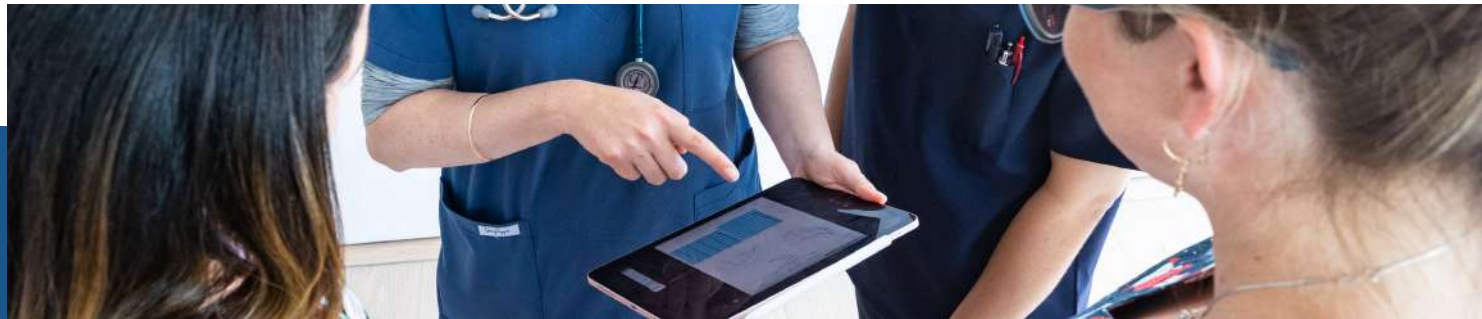
- Nutritional meals carefully curated by our group dietitian. Patients are also offered a complimentary, quick and non-invasive InBody scan to assess hydration and body composition.

Emotional and Social Support

- Full-time social workers, rehabilitation coordinators, and discharge planners to guide you and your family through the recovery process, as well as a psychologist for emotional support.

Convenient on-site Pharmacy

- Quick and reliable medication delivery from the Faircape Health Pharmacy - Somerset West.



WHY CHOOSE
FAIRCAPE HEALTH

Trusted by over 360 Specialists across the Western Cape
At Faircape Health, we believe in empowering our patients to reclaim their independence.

- On average **90%** of our patients achieve their rehabilitation goals before going home.
- At the time of admission to Faircape Health Somerset West, most patients rely on significant assistance for their daily activities but improve considerably within the first two weeks of rehabilitation.
- Over **70 patients** pass through our doors each month.

These are not just numbers but life-changing outcomes that restore dignity, confidence, and joy.

Why Rehabilitation Matters

Rehabilitation is about restoring function where possible but equally about improving quality of life. We focus on the whole person, including your physical strength, emotional well-being, cognitive ability, and confidence. Every small gain contributes to a greater sense of autonomy and renewed purpose.

Skipping professional rehabilitation and going straight home after a medical event may feel convenient, but it can slow recovery, increase complications, and place unnecessary strain on loved ones. At Faircape Health, we guide recovery intentionally and safely, helping each person progress at a pace that supports long-term success.

Your Path to Independence Starts Here

At Faircape Health, meaningful progress begins with tailored therapy, compassionate care, and structured support. Independence is not only defined by walking out completely unaided but also by the small wins achieved along the way. It may start with improved bed mobility, safe transfers, toileting with dignity, showering more confidently, or mobilising safely using a wheelchair or walking aid. When you recover with us, you go home stronger physically, emotionally and mentally and are ready to embrace the world with renewed vision and confidence.

THE FAIRCAPE **WAY**

- **Interdisciplinary Team (IDT)**
- **Seven-day Treatment Plan**
- **Specialist Doctors**
- **Measured Outcomes and Transparency**
- **Camera-enabled Facilities**
- **Weekend Admissions**
- **On-Site Pharmacy Services**
- **State-of-the-Art Gym Facilities**
- **Pain Management Expertise**
- **Carer Deployment Plan**

Scan Here
Read more about our differentiators

WHAT SETS
FAIRCAPE HEALTH APART

We're passionate about helping our patients achieve real, measurable progress. At Faircape Health Somerset West, our approach to rehabilitation goes beyond care, focussing on outcomes. By setting personalised goals and tracking progress using globally recognised frameworks and tools, we ensure each patient receives the best possible care tailored to their unique needs.

A Proven Framework for Success

Our rehabilitation programmes are built on the International Classification of Functioning, Disability, and Health (ICF) framework, Goal Attainment Scaling (GAS), and the Modified Barthel Index (MBI) - all designed to measure progress and guide recovery.

The ICF Framework

Developed by the World Health Organisation, this comprehensive model helps us understand how health conditions impact an individual's functioning and quality of life.

01 **Body Functions and Structures**
We assess both physical and mental health to address every aspect of well-being.

02 **Activities and Participation**
We evaluate how health conditions affect daily activities and societal engagement.

03 **Environmental Factors**
We consider the role of physical, social, and emotional surroundings in a patient's recovery journey.

Goal Attainment Scaling (GAS)

We collaborate with patients to set meaningful, personalised rehabilitation goals. Each goal is assigned a score, allowing us to monitor progress continuously. This patient-centred approach ensures that every step of your recovery is focused on what matters most to you.

Modified Barthel Index (MBI)

The MBI tracks functional independence in essential daily tasks, such as dressing, bathing, and mobility. This tool helps us measure improvements over time, ensuring that your progress is visible and celebrated.

A Tailored Plan for Every Patient

At Faircape Health, your journey begins with a comprehensive assessment by a registered nurse, followed by a customised rehabilitation plan developed by our interdisciplinary team. From the very first day, we work towards your goals, setting an appropriate discharge date to ensure a smooth transition back to your daily life.

VISITATION **POLICY**

We value the role of family and friends in the healing process and welcome visitors daily from **11:00 to 19:00**. To ensure an optimal environment for recovery, each patient may have two visitors, with visits limited to one hour in the morning and one in the evening.

Visitors are kindly asked to wait in the coffee shop during therapy sessions to allow uninterrupted care. Please note that visiting hours may change based on treatment needs or unforeseen circumstances, and updates will be communicated promptly.

Bringing food or alcohol is discouraged unless pre-approved by the patient's doctor.

For any queries, contact reception on
021 851 4337
hmhcreception@faircapehealth.co.za

ONGOING **COMMUNICATION**

We understand the importance of keeping families informed. Upon a patient's admission, your next of kin or designated contact will receive an email with key administrative contact details.

Scheduled discharge times are between 10:00 and 11:00, and any enquiries should be directed to the relevant team. Our team will facilitate communication with the interdisciplinary team. Patients who are able to provide feedback will be encouraged to do so directly.

If a patient is unable to communicate, updates will be shared with an appointed family member or next of kin via email, as needed. The family will only be contacted after admission in the event of an emergency or a significant medical change.

Concerns or feedback can be sent to enquiries@faircapehealth.co.za for prompt attention.

MEET OUR **INTERDISCIPLINARY TEAM**

At Faircape Health, every patient is surrounded by a dedicated interdisciplinary team of compassionate professionals working together to provide seamless care and exceptional outcomes.

Assessment Registered Nurses

Your care begins with our assessment registered nurses, who coordinate with specialists to ensure every detail is in place for a smooth transition into our facility, setting the stage for your recovery journey.

Doctors

Our team of dedicated family physicians and general practitioners form the backbone of our care, at Faircape Health. Guided by a practice manager, they coordinate the entire interdisciplinary team to ensure your rehabilitation is personalised, effective, and focused on delivering the best results for your health.

Nurses

With professionalism and compassion, our registered nurses provide round-the-clock care that respects your dignity while managing your prescribed medications.

Carers

Our carers offer essential daily living assistance, from hygiene to mobility, always with a focus on promoting independence and enhancing your quality of life.

Physiotherapists

With *Somerset Physiotherapy Inc.* as our trusted partner, our team of physiotherapists bring passion and specialist knowledge to every treatment session. Whether it's restoring movement or empowering you with confidence, their holistic approach to care is life-changing.

Clinical Neuropsychologist

With our resident clinical neuropsychologist, patients gain the tools to strengthen their mental well-being while overcoming physical health challenges. A neuropsychologist has experience in working with patients who have suffered neurological injuries/illnesses.

Occupational Therapists

At *Sasha Prinsloo Occupational Therapy Inc.* engagement in meaningful activities is essential to recovery. Through tailored interventions, environmental adaptations, and practical solutions, this team empowers you to regain the ability to enjoy life's meaningful activities.

Dietitian

Our dedicated dietitian, at *Tokai Dietetics*, is here to help you fuel your body for recovery with personalised nutritional plans, sustainable eating strategies, and expert advice. We use the Mini Nutritional Assessment to assess new admissions for malnutrition risk, allowing early intervention and personalised support for your health journey.

Speech Therapists

Our speech therapists provide tailored support to improve articulation and swallowing, ensuring you can express yourself and enjoy life's moments confidently.

Pharmacists

Faircape Health Pharmacy is A-grade certified by the South African Pharmacy Council (SAPC), and offers unmatched convenience and expertise. Our pharmacists ensure you receive the right medication at the right time.

Administrative Teams

Behind the scenes, our administrative team keeps everything running smoothly. From managing medical aid claims to coordinating between medical staff and patients, they ensure that every aspect of your care is effortless.

Social Workers

Change can be daunting, but our team at *Empower to Thrive* are here to help, providing emotional support and practical guidance to ease transitions for you and your loved ones.

Discharge Planner and Rehabilitation Coordinator

Transitioning home or to the next state of care can feel overwhelming. Our Discharge Planner and Rehabilitation Coordinator acts as a crucial link between you, your family, and the healthcare team, as well as supports the different teams within the hospital to ensure a smooth and reassuring process beyond the hospital walls.

RN Charne Bell
AssessmentNurse3@faircapehealth.co.za

RN Liezel Botha
AssessmentNurse1@faircapehealth.co.za

RN Ivy Mc Farlane
AssessmentNurse2@faircapehealth.co.za

OUR FACILITIES **AND SERVICES**

At Faircape Health Somerset West, we believe that healing begins in a space designed with comfort, care, and serenity in mind. From premium hospitality to exceptional care, we've thought of everything to make your recovery as smooth, comfortable, and uplifting as possible, ***so you can focus on getting better.***

Single and double rooms are available and rooms are equipped with premium amenities, ensuring a nurturing and restful environment. For those seeking added privacy, private rooms are available upon request and availability offering an enhanced level of tranquility and personalised care. Each room features en-suite bathrooms, assisted and wheelchair-accessible showers, and piped oxygen. Should you require an extended stay, an additional cost per day will apply, and we'll assist by submitting a written motivation to your medical aid on your behalf.

Amenities That Enhance Your Experience

At Faircape Health Somerset West, we go beyond basic care to create an environment that feels welcoming and revitalising. Our offerings include:

- Free Wi-Fi
- 24/7 CCTV monitoring and access control for your safety
- Trained security staff
- Outdoor spaces
- An A-grade certified, on-site pharmacy
- Air conditioned rooms
- DSTV
- A coffee shop*
- Two world class rehabilitation gyms
- Beauty and hairdresser treatment menu**

Housekeeping Services

Our housekeeping team ensures your room stays fresh, clean, and comfortable, with regular linen changes and meticulous care.

Single and Double Rooms are available

Kitchen Services

Our kitchen team collaborates with our in-house dietitian to provide healthy, delicious meals tailored to your requirements. Enjoy three meals-a-day with tea and coffee in between, and in-room dining if required. All meals are halaal-certified, with kosher meals available at an additional fee.

Safety and Privacy at the Forefront

Your safety and dignity are our top priorities. To ensure a secure environment, we monitor our carers and nursing staff using CCTV in rooms, bathrooms, and common areas. These cameras are exclusively accessed by authorised healthcare professionals and only in cases where your well-being requires it.

Please Note

**Kindly be advised that all our healthcare centres operate as cashless facilities.*
***Selected services are for your own account.*

FAIRCAPE HEALTH
PHARMACY

Faircape Health Pharmacy strives to ensure that patients receive the correct medication in a secure and timely manner. Our pharmacy acts in accordance with ethical principles and standards of practice. The pharmacy team is committed to providing comprehensive patient care that goes beyond filling prescriptions.

Our pharmacy is registered as a Designated Service Provider with most medical aids. Medication is covered by the medical aid and billed under the hospital benefit, while the patient is admitted to Faircape Health Somerset West.

Please note: For safety reasons, the use of personal medication is prohibited. All patient medication will be issued by Faircape Health Pharmacy and administered by our staff. We primarily use generic medications to comply with medical aids. This also creates a more cost-effective option for our patients.This also creates a more cost-effective option for our patients.

What is generic medication?

Generic medications are copies of brand-name medication that are registered with the Medicines Control Council (MCC) of South Africa. **Generics have exactly the same dosage, intended use, effects, route of administration, and strength as the original medicine.** The pharmacological effects of generics are therefore exactly the same as those of their brand-name counterparts. According to the Medicines and Related Substances Act, it is the responsibility of the pharmacist to supply a more cost-effective alternative when dispensing medication. On admission, all our patients are asked to consent to generic substitution of their medication during their hospital stay, in order for us to provide a cost-effective service.

Contact Us

Phone: 021 851 4337

Email: somersetwestpharmacy@faircapehealth.co.za

Please note:

Medication prescribed at discharge is not covered by your medical aid's in-hospital benefit. The cost of these medicines can be claimed, where applicable, from your medical savings benefit. Medications that qualify under your Chronic Benefit or Prescribed Minimum Benefit (PMB) may be paid for by your medical aid in full or in part, depending on your specific plan. This applies only if the claim for your medication does not fall before your next eligible claim date. Any co-payments or shortfalls MUST be settled with the pharmacy upon discharge.

Please review your medical aid benefits to understand how your discharge medication will be covered. This will help you avoid unexpected costs and ensure clarity regarding any co-payments or shortfalls.

FAIRCAPE HEALTH'S **REHABILITATION SERVICES**

Our warm and skilled interdisciplinary team brings together specialists across various fields to provide tailored care that empowers patients at every stage of their rehabilitation journey. Here's how they're here to help you:

Orthopaedic Rehabilitation

Our orthopaedic physiotherapists, trained in advanced techniques and working closely with surgeons, ensure a smooth transition from treatment to recovery. Our seamless approach helps you regain strength and mobility faster, so you can get back to doing what you love.

Neurological Rehabilitation

Navigating life after a neurological event can be challenging, but our highly-trained neuro-physiotherapists are here to help. With expertise honed through globally recognised training, such as the Bobath approach, they deliver personalised, cutting-edge care that supports your journey to recovery.

Cardiopulmonary Rehabilitation

Our physios, certified by the American Association of Cardiovascular and Pulmonary Rehabilitation, provide tailored care for heart and lung conditions. Whether it's managing breathlessness or improving overall well-being, we help you regain control of your health.

Amputee Rehabilitation

Losing a limb doesn't mean losing your independence. Our specialised physiotherapists work closely with expert prosthetists to optimise prosthetic rehabilitation, helping you rediscover mobility, confidence, and a sense of freedom.

Recovery after ICU

Life after an ICU stay can feel overwhelming, but you don't have to face it alone. Our team collaborates with psychologists, occupational therapists, and speech therapists to address the physical, cognitive, and emotional challenges often experienced post-ICU.

Geriatric Rehabilitation

Aging gracefully is achievable with the right support. Our geriatric rehabilitation team focuses on improving mobility, balance, and overall quality of life, so you can enjoy independence and vitality at any age.

Spinal Cord Injury Rehabilitation

Facing a spinal cord injury requires specialised care and understanding. Our team provides targeted rehabilitation to maximise function, mobility, and quality of life, empowering you to embrace life fully.

Stroke Rehabilitation

Reclaim your life after a stroke with our compassionate and comprehensive care. From improving mobility to enhancing communication, our team is dedicated to helping you regain independence and thrive.

Please Note: *Patients will be seen on a refferal basis.*

EXCEPTIONAL **MEDICAL CARE**

Our doctors are the cornerstone of your care, ensuring your journey to recovery is smooth, safe, and supported every step of the way. Upon admission your care begins with a thorough consultation, where our doctors assess your medical needs to establish a personalised plan. Whether managing chronic conditions or addressing acute concerns, our team ensures your treatment is precise and tailored for optimal recovery.

Our skilled medical team offers an array of advanced treatments and therapies, including:

- Dialysis
- Palliative care
- Oncology care
- Transplant care
- Blood transfusions
- TPN (Total Parenteral Nutrition) IV
- NGT and PEG feeding
- Stoma care
- IV fluids and antibiotics
- Wound care
- Oxygen therapy

Our medical team is on-site from 08:00 to 18:00 and patients benefit from daily doctor visits seven-days-a-week. For any urgent after-hours care, assistance is just a call away. ***(Urgent after-hours calls will incur a fee).***

SUB-ACUTE & ACUTE **ADMISSIONS**

ALL PATIENTS – MEDICAL AID & PRIVATE
1. The referring doctor completes the Sub-acute/Acute Authorisation and Patient Referral Form 48–72 hours before discharge and sends it to **casemanager@faircape.co.za.**
2. Patient assessment conducted by our assessment nurses to confirm clinical needs and admission suitability.
3. Confirmation of funding pathway: • For medical aid patients, the case manager submits the referral to the medical aid for authorisation. • For private patients, Faircape Health issues a quotation to the patient or next of kin for acceptance. • Once authorisation, approved funding, or quotation acceptance has been received, the assessment registered nurse will liaise with the treating doctor and hospital to confirm the discharge and transfer date.
4. Transport arrangements are finalised: • Faircape Health Somerset West books the ambulance using external service providers. • Transport costs are subject to the patient's funding structure (medical aid rules or private account).
5. The patient is transferred and admitted to the Faircape Health Somerset West facility on the confirmed date.

WHAT TO **BRING**

Below is a checklist of what you should bring to Faircape Health for your stay:

- ☐ 2 sets of sleepwear per week
- ☐ 4 sets of gym or leisure wear per week
- ☐ Non-slip socks
- ☐ Comfortable training shoes
- ☐ Comfortable shoes
- ☐ Underwear
- ☐ Toiletries
- ☐ Soap
- ☐ 2 Facecloths
- ☐ Body lotion
- ☐ Razor (men)
- ☐ Shaving gel (men)
- ☐ Toothpaste
- ☐ Toothbrush
- ☐ Roll-on or body spray
- ☐ Hairbrush
- ☐ Hair dryer
- ☐ 2-point plug (for cell phone or laptop)
- ☐ Extension cable (for laptop or cell phone)
- ☐ Cell-phone charger
- ☐ Water bottle

Care of your valuables is at your own risk.

EARPHONES

- Earphones are available for purchase at R20.00
- For shared rooms, earphones are provided by the health centre, or you can bring your own.
- For private rooms, please bring your own earphones.

Gratuities: As per our company policy, no member of staff is allowed to accept gifts.

Please Note: Some medical aids do not cover the cost of nappies and consumables. If this is the case, nappies will be charged to your account and will be payable prior to discharge.

PATIENT **REVIEWS**

4.9 Google Rating
Over 70 Reviews

★★★★★

As a family we can highly recommend Faircape Health Somerset West. From arrival to departure my Dad was well taken care of and the goals set for his recovery and rehabilitation were met allowing for his return home after the week. He could not praise the staff enough for all the care and support he received.

Roberto Lombardi

★★★★★

Thank you so much for the incredible care and kindness we received from every member of Faircape…nurses, physio, OT, etc. Beautiful facilities, beautiful people, truly excellent!

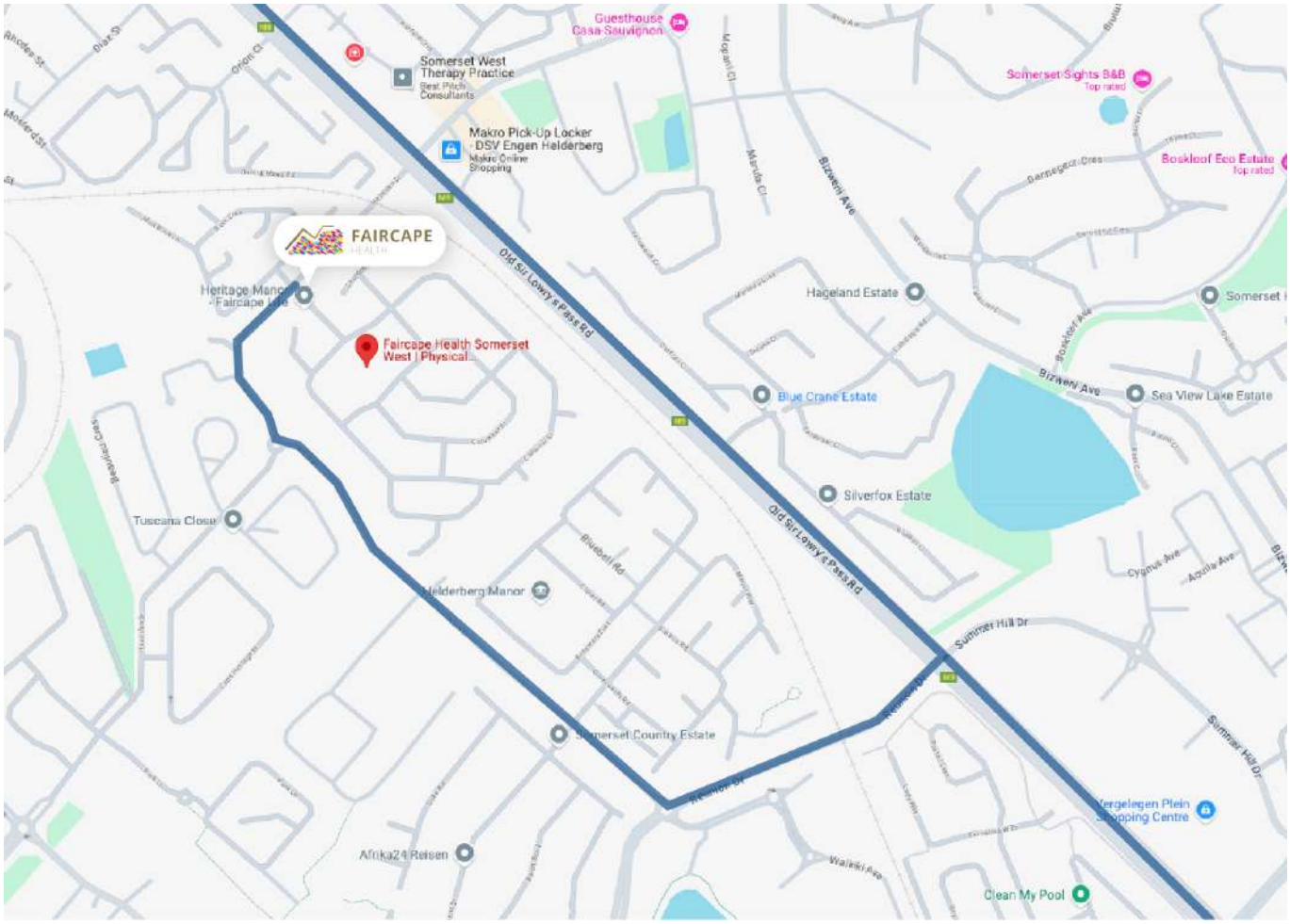
Kay Curtis

★★★★★

My stay with Faircape exceeded my expectations. The staff are amazing, the facility is clean. You are treated with respect, dignity and grace. I highly recommend Faircape Somerset West!

Rene Hector

ACCESS & **VISITATION**



- Please do not enter from the railway side on Sir Lowry's Pass Road.
- Use the N2 service road entrance, where a pin code will be provided by Heritage Park Estate security, as we are located within the estate.

Scan and view our Somerset West Facility

Did You Know?

We have a Sub-Acute Facility in Tokai, scan here

Please take a moment to rate us on Google.
We appreciate your feedback!

Simply scan the QR code. If you are unsure how to scan a QR code, please ask a staff member to assist you.

Please do not hesitate to contact Faircape Health Somerset West for more information: **hmhcreception@faircapehealth.co.za or 021 851 4337**
Hazelden Dr, Heritage Manor, Cape Town

Stay In Touch | @FaircapeHealth

FAIRCAPE
HEALTH