

Healthwatch City of London Patient Panel with Adult Community Rehabilitation Team (ACRT) City and Hackney

On Thursday 29TH January 2026, we conducted an informative session with Adult Community Rehabilitation Team (ACRT) City and Hackney. The session aimed at providing information about the service, about the team, the criteria for accessing the service, and who can be referred for both ACRT and the wheelchair service.

About the service

ACRT is a community-based service that aims at improving the health, wellbeing, and independence of adults living in the community who have physical or neurological disabilities. They provide care and support to the people to manage long-term health conditions and help them make informed decisions about their health. The team work closely with GPs, nurses, and other services to prevent hospital admissions and help people maintain their health, confidence, and quality of life.

How do ACRT help

It helps by providing ongoing support with pain management, balance and strength training, falls prevention and recovery after a fall, advice on dressing, washing, cooking, and housework, energy conservation (managing tiredness), home adaptations and equipment, getting back to hobbies and leisure activities, accessing shops, buses, libraries, banks and community services.

About the Team

ACRT consist of Eighty team members including physiotherapists, occupational therapists, speech and language therapists, neuro and clinical psychologists, neuro navigators, dieticians, rehab support workers, and a team of administrators. The service follows a multidisciplinary approach and signpost patients to the appropriate professional.

Here is the breakdown of ACRT pathway:

ACRT Professional	Role
Physical Team (Occupational therapists, Dietitian, Physiotherapists)	Help with physical health conditions
Neuro team	Neurological condition
Specialist Practitioners	Supports people in the community with multiple sclerosis and Parkinson's disease
EPIC Care Home service	Specialists practicing in care homes
Neuro navigators	Supports people with brain injury

Rehab support classes

The service also runs evidence-based classes to support people with Parkinson's disease and encourage them to join exercise group with a physiotherapist, runs a neuro fitness class, also runs strong and steady class to enhance strength and mobility among people who have experienced fall.

All classes are evidence-based alongside NICE guidelines on supporting people with the right exercise and the right education. These classes are running across the communities at Queensbridge Road, St Leonard's and John Scott Health Centre.

Referrals

All referrals accessing ACRT will need to be referred in via a healthcare professional unless you are known to the service. If you're living in the community and you've been seen by the team before, and you feel you need further input from them around the same condition, then you can log on to the Homerton NHS website and there is a self-referral form you can complete and they will screen that and call you to discuss that referral. And if it's appropriate, then they will add you to the waiting list. Otherwise, anything new or not known to the service, the referral needs to come from a healthcare professional such as GP, therapist, or nursing staff.

They aim to see all people with a long-term health condition within eight weeks. They do have a very long waiting list and unfortunately, now, the average waiting list is around eleven to twelve weeks.

- To make a referral please complete the iSPA referral form [Community Therapies \(iSPA\) referral form](#) and send it to huh-tr.iSPAreferrals@nhs.net

- Should you wish to discuss your referral before completing the above form please call the screening line on 020 7683 4148. The screening line is open: Monday-Friday, 10am-4pm.

Wheelchair Service

City and Hackney Wheelchair Service provide chairs for anyone who requires a long-term use, and this is to help increase one's independence and mobility. The service specialises in postural and mobility assessments, and they provide a range of equipment for children and adults with long-term or permanent need for a wheelchair.

The only requirement to access the service is the person should live in the City or Hackney and must be registered with the GP in the area.

Referrals can be made by a GP, nurse, physiotherapist or occupational therapist. The service is based at St. Leonard's Hospital and Currently they are moving the service to a different part of the building. Because of which there are delays in some of the referrals in the upcoming weeks, however, people are usually seen within the required time frame of five weeks once they're referred in.

Short term wheelchair hire services:

- [Wheelfreedom](http://www.wheelfreedom.co.uk) 0800 0258005
- [London Wheelchair Hire Ltd.](http://www.londonwheelchairhire.com) Wheelchair rental service 020 7390 0690
- [1st Step Mobility London](http://www.1ststepmobility.com) Mobility equipment supplier 571-573 Roman Rd · 020 8880 7361
- [London Wheelchair Rental Ltd.](http://www.londonwheelchairrental.com) 0800 488 0164
- If you already have equipment issued by the Wheelchair Service and would like your equipment to be reviewed, you can contact the team yourself on 020 7683 4250 or by emailing huh-tr.wheelchairservice@nhs.net.

