



# PHYSIOTHERAPY @ HOME™

SUPPORTING YOU EVERY STEP OF THE WAY



COVID-19 has shifted many things globally and locally, one of them being the delivery of healthcare services. The shift has been a very tangible one here in South Africa; one that sees more and more clients being managed in their respective home environments. This is no longer just because of convenience but also now seen as a necessity. Healthcare funders are also shifting their focus to the home environment in order to increase efficiency, create better accountability and improved long-term clinical outcomes.

“In the midst of every crisis,” Albert Einstein famously said, “lies great opportunity.” For therapists and healthcare providers, the imminent adoption of the NHI and current pandemic presents countless physical and professional challenges, but it has also prompted many to think creatively about how they deliver their services. Before COVID-19, home based rehabilitation was an increasingly popular yet still largely marginal alternative to traditional service provision. Post-pandemic, it is almost certain to become a permanent part of the healthcare equation. Those who prepare for the next steps now, who embrace the full promise of decentralised healthcare in smart and intuitive ways, will be well placed to meet the future.

Over the coming years, the post-pandemic treatment of clients will likely become an amalgam of both in-person home and remote consultations, adding yet more layers of complexity to day-to-day operations. But with the digitization of services also comes the chance to streamline those operations, enhance the quality of client care and improve profitability. The potential efficiencies when it comes to home-based rehabilitation are multiple and numerous.

Specifically, healthcare has seen a surge in demand for telehealth services and the delivery of home-based health services. At least one survey by a major U.S. insurer reveals that most clients would be comfortable with virtual care replacing in-person visits altogether; the convenience, accessibility, and lower costs it promises cited as significant draws.

At the same time, offering a combination of remote and in-person home services creates new opportunities to deliver focused, strategic care. Guided by a client’s needs, preferences and the type of care or therapies required, the hybrid model could be an optimal approach for health practitioners. This is even more important in a country like South Africa where legacy infrastructure focused services in the main metropolises. Couple this with an aging population who might struggle with remote services, the market is poised for a decentralised client-centred approach.

**Physiotherapy @ Home** is the brand of choice for big-picture organizational transformation into the home rehabilitation sector. Our professional team brings a practical understanding of the home healthcare sector with decades of networking, pioneering and innovating in physiotherapy service delivery in a complex private and public healthcare system.

The culmination of many years of planning and collaborating with local leading experts in injury prevention and acute/chronic rehabilitation resulted in **Physiotherapy @ Home**; a world-class home-based physiotherapy group operating in South Africa.

Founded in Cape Town in 2009, Physiotherapy @ Home is a **home-based health care company** created to support and equip clients with the tools needed to face and overcome their health challenges and support practitioners in delivering these services in a decentralised manner.

The company empowers partnerships between clients, therapists, and makes use of technology in response to a changing healthcare delivery model and the 4<sup>th</sup> industrial revolution.

Physiotherapy @ Home prides itself in supplying a professional service in varying environments and through all phases of rehabilitation, from acute injury management to post-operative rehabilitation and return to work.

Our senior management team has more than 40 years of combined experience in health promotion, injury prevention and client rehabilitation, utilising cost-effective health care service delivery models to all clients across all age groups.

Physiotherapy @ Home is a service offered by Hector, Naidoo and Associates (HNA) and makes use of a national network of physiotherapists trained to deliver a custom-made home-based service wherever the clients need it most.

### **Vision**

To offer accessible, affordable and quality home-based rehabilitation.

### **Purpose**

Optimize physical function through science.

### **Values**

Unity through purpose  
Strategic partnerships  
Restorative collaboration  
Togetherness  
Family focused  
Advocates of change

All our physiotherapists have experience in and are actively involved with health promotion, injury prevention and acute and chronic rehabilitation. We are passionate about rehabilitation and helping our clients achieve optimal function. It is our goal to safely rehabilitate and improve our client's functional ability in the fastest time by utilising leading technologies and research-based treatment techniques in the environments that they are required.

Our physiotherapists are team players and would easily fit into, and add onto, any existing support medical staff. We are also part of an extensive referral network and if required our clients will have access to numerous members of the multi-disciplinary team.



## EDUCATION AND RESEARCH ARE THE CORNERSTONES OF OUR METHODOLOGY

According to the World Health Organization, the proportion of people older than 60 is growing more rapidly than any other age group. Within this group, not everyone reaches old age successfully. Although the common rule is that increasing age is related to decreasing well-being and increasing levels of frailty, it is also true that individuals with the same chronological age can vary in health and functional status.



Frailty is a multidimensional concept that influences several domains, such as gait, mobility, balance, muscle strength, motor processing, cognition, nutrition, endurance and physical activity and it is directly related to adverse consequences, such as falls, disability, the need for longterm care, hospitalization, and even mortality. These adverse outcomes constitute a source of considerable healthcare expenditure, and it is known that the reduction of adverse outcomes could lead to an offset in medical costs. In this sense, the clinical outcomes related to frailty should be treated to prevent the socioeconomic burden associated with this condition.



Physiotherapists are rehabilitation professionals who diagnose and treat individuals of all ages, from newborns to the very oldest, who have medical or surgical problems or other health-related conditions, illnesses, or injuries that limit their abilities to move and perform functional activities as well as they would like in their daily lives.



Physiotherapy management commonly includes prescription of or assistance with specific exercises, manual therapy and manipulation, mechanical devices such as traction, education, physical agents which includes heat, cold, electricity, sound waves, radiation, rays, prescription of assistive devices, prostheses, orthosis and other interventions. In addition, physiotherapists work with individuals to prevent the loss of mobility before it occurs by developing fitness and wellness-oriented programs for healthier and more active lifestyles, providing services to individuals and populations to develop, maintain and restore maximum movement and functional ability throughout the lifespan.



As a home visiting physiotherapy team, we are interested in the functional rehabilitation of neurological and orthopaedic patients as well the management of acute and chronic injuries, care of the elderly and respiratory conditions. We have a wealth of combined rehabilitation experience and offer a home-based and facility-based service which allows us to tailor client rehabilitation needs specific to their home/facility environment. We are a professional team who love what we do and will go to great lengths to achieve the best results for all our clients.



We strive to deliver a quality home-based and facility-based rehabilitation service by offering thorough assessments, appropriate rehabilitation based on the latest clinical research so that our patients can function optimally within their home and the broader context of society.

#### **WHY CLIENTS PREFER BEING TREATED AT HOME:**

- It is more convenient than sitting in waiting rooms of physiotherapy practices.
- Some clients are not so mobile especially the elderly and patients with neurological deficits.
- Clients are generally more comfortable in their own home environments.
- Many conditions are better treated at home as often the problems can be seen firsthand.
- Exercise programs can be designed around what you have at home.





CONDITIONS  
TREATED



### OUR PHYSIOTHERAPISTS CAN:

- Optimize your return to function after injury
- Resolve chronic pain and prevent further injury
- Enhance your performance and technique
- Increase your flexibility, muscle control and strength
- Educate you on how to self-manage your condition



### CONDITIONS TREATED:

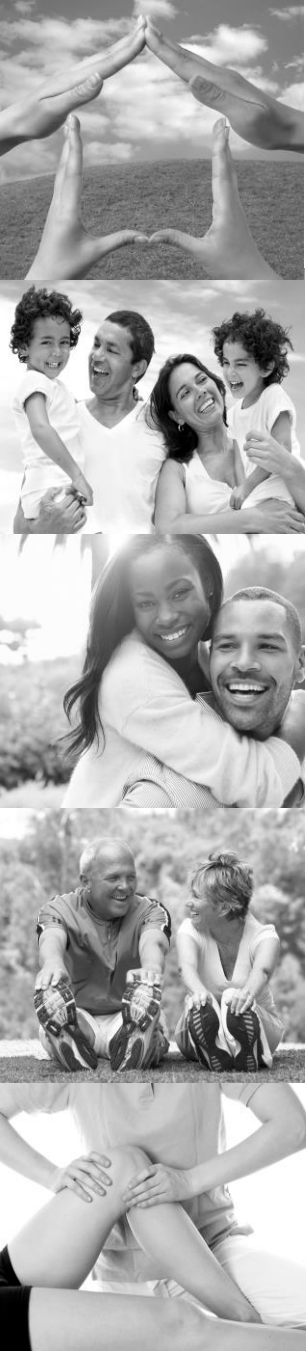
- Orthopaedic fractures
- Post-operative conditions
- Respiratory conditions
- Painful and swollen joints
- Acute and chronic pain
- Muscle soreness
- Gait/walking problems
- Arthritic pains
- Neurological conditions
- Mental health disorders
- Terminal conditions



### PRODUCTS

We can also provide clients with supplementary rehabilitation products and assistive devices.





Physiotherapists are experts in improving mobility, motion, and pain-free movement which is crucial to client's quality of life, their ability to earn a living, pursue their favorite leisure activities, and so much more. Self-management through completing home exercise program is a vital part of their recovery and wellness. We provide all clients with a tailored exercise program of to help them meet rehabilitation goals timeously.

### **Neuromuscular and Orthopaedic conditions**

Orthopaedic physiotherapy is the provision of care individuals of all ages with disorders or dysfunction of the musculoskeletal system and orthopaedic fracture. Orthopaedic physiotherapists are skilled in the diagnosis, management, and prevention of musculoskeletal disorders and pain. Furthermore, we are skilled in the management of pre and post surgical conditions. We are experts in the assessment of movement and can help individuals move better, often with less pain, through skilled hands-on techniques, therapeutic exercise and patient education.

### **Vestibular problems (Vertigo)**

We evaluate and treat dizziness and balance problems that may be caused by any of the following:

- BPPV (Benign Paroxysmal Positional Vertigo)
- Unilateral Vestibular Loss following an inner ear infection, acoustic neuroma
- Bilateral Vestibular Loss following exposure to gentamicin, chemotherapy, and other ototoxic substances
- Movement related instability, dizziness, intolerance
- Migraine Associated Vertigo/ Vestibular Migraines
- Traumatic Brain Injury
- Parkinson's Disease

### **Respiratory complications**

Chest physiotherapy consists of external mechanical maneuvers, such as chest percussion, postural drainage, and vibration, to augment mobilization and clearance of airway secretions. It is indicated for patients in whom cough is insufficient to clear thick, tenacious secretions. Examples include patients with cystic fibrosis, bronchiectasis, lung abscess, neuromuscular disorders, asthma, and pneumonias in dependent lung regions.



### **Wound care management**

Addressing a growing need in our community, we utilize expert wound protocols that have proven time and again to have excellent outcomes for our patients. We aim to provide pain-free, expedient treatments that speed up the healing process. Physiotherapists are uniquely qualified to manage wounds, in conjunction with nursing staff, as we are the experts in positioning, offloading, functional mobility and exercise prescription. All these factors must be addressed for wounds to heal.



### **Gait/walking problems**

Gait training is a type of physiotherapy that helps patients to improve their ability to stand and walk. One goal of gait training is preventing falls. Falls can diminish client's ability to lead an active and independent life. About one third of people over the age of 65 and almost half of people over the age of 80 will fall at least once this year. Gait training may be recommended after an illness or injury, to help a patient regain independence in walking, even if an adaptive device is needed. Functional mobility training is aimed at adapting or developing exercises which will allow individuals to perform the activities of daily life more easily and without injuries.



### **Neurological conditions**

Neuro-rehabilitation requires expertise and manual skills that promote normal movement patterns. All our therapists have backgrounds in providing intensive neuro-rehab to such patients. Our passion is to provide our client tactile cues that retrain their brain to control their affected extremities much in the same way they did prior to their injury. We believe that for you to return to living the life you want, it is important to retrain your body to function as it did before your injury. This can lead to decreased time in therapy as you will not have to unlearn bad habits. The goal is to bring each patient to his or her highest level of functional independence and to be able to remain in their home environment.







## TYPES OF TREATMENT OFFERED:

- Non-pharmacological management of pain
- Functional rehabilitation of neurological conditions
- Exercise prescription
- Group exercise classes
- Maintenance exercise
- Electrotherapy modalities
- Respiratory therapy
- Manual therapy
- Postural correction
- Pre and post orthopaedic surgery therapy
- Falls prevention
- Relaxed deep breathing
- Muscle flexibility training
- Relaxation techniques
- Endurance training
- Biofeedback training
- Ergonomics training
- Muscle strengthening/conditioning
- Multi-sensorial stimulation
- Balance and equilibrium training
- Palliative care
- Vestibular rehabilitation
- Cognitive therapy
- Exercise classes





## GROUP EXERCISES



**Physiotherapy @ Home**, also offers group exercise classes for any age group. We have a special interest in exercise classes for the elderly as well as aqua therapy. Our active ageing group exercise classes are designed to help seniors and older adults maintain their cardiovascular health, strength and flexibility. Whether you're a veteran gym member or a newcomer, we welcome all clients to enjoy the benefits of working out in a group. Our aqua therapy classes are designed to use the buoyancy of water to retraining correct movement patterns and return to function.



### EXERCISE CLASSES OFFERED:

#### PHYSIO FIT ACTIVE

Physio Fit Active is an exercise class designed for the residents interested in full body workout of moderate intensity. Classes will focus on strength, flexibility and balance while increasing cardiovascular fitness in a fun and effective way!



#### PHYSIO FIT CLASSIC

Physio Fit Classic is a chair-based exercise class focusing on flexibility, strength, fitness as well as circulatory exercises. This group would be perfect for those residents with painful joints or those with decreased balance and a fear of falling.

#### AQUA PHYSIO

Aqua Physio is a therapeutic water-based Physiotherapy treatment in thermal neutral water (34.5 – 35.5deg). The heat of the water and the physical properties of the water (buoyancy, decreased weight bearing through joints) helps in the reduction of pain; normalizing muscle tone and spasms, and assist in the general rehabilitation, strengthening and flexibility of the muscular and neural system. It also induces relaxation.



We believe that we are responsible for contributing positively towards building a country that is all inclusive and creates equal opportunities for all. We are committed to being part of the change. We want to see and have as a core value, that our presence in communities go beyond just rendering a fee-based services. We are passionate about up skilling and empowering the communities that we work in. We are determined to work hard to spearhead change in the healthcare sector and create a more affordable and accessible service. Together we can realize a country where its people thrive. Some initiatives we have spearheaded:

**Launched HNA Leadership Bursary**



**Pad drive**



**Staff training**

We offer training to staff at numerous facilities to up skill their handling of patients and prevent injuries.



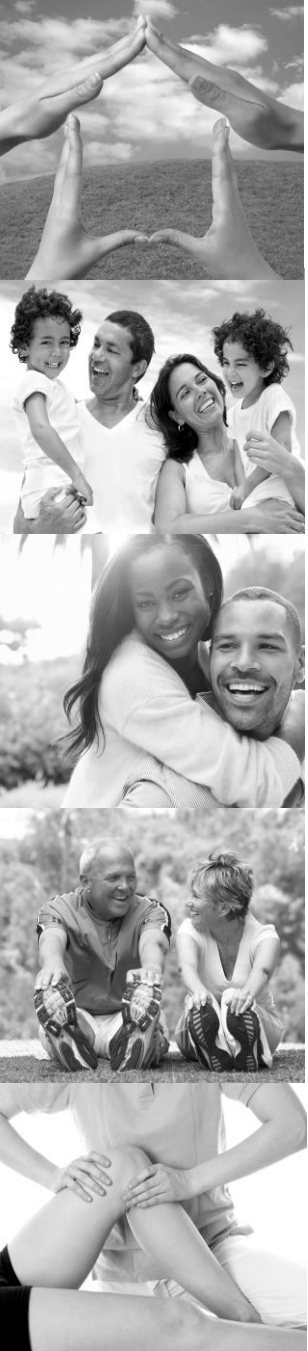
**Free health talks**

We offer free health talks in various communities and facilities.



**Teddy bear drive**

We collect teddy bears in Cape Town, Johannesburg, Pretoria and Port Elizabeth for children who we wanted to spread HOPE over Christmas.





We offers physiotherapy services at numerous sites/facilities across South Africa. Below is a list of some of the sites/facilities:

1. **Evergreen Muizenberg** - a sub acute, frail care and residential facility
2. **Evergreen Diepriver** - frail care and residential facility
3. **Evergreen Bergvliet** - frail care and residential facility
4. **Evergreen Broadacres** - frail care and residential facility
5. **Evergreen Noordhoek** - frail care and residential facility
6. **Cle' de Cape** - a sub acute, frail care and residential facility
7. **Trianon Retirement Village** - frail care and residential facility
8. **Othello Retirement Village** - frail care and residential facility
9. **Trianon** - frail care and residential facility
10. **De Plattekloof Lifestyle Estate** - frail care and residential facility
11. **Sherwood House** - frail care and residential facility
12. **Auberge Care Facility** - frail care and residential facility
13. **Panorama Palms** - frail care and residential facility
14. **Fontaine Bleu** - frail care and residential facility
15. **La Provence Retirement Village** - frail care and residential facility
16. **De Rust Retirement Village** - frail care and residential facility
17. **Legato Retirement Centre** - frail care and residential facility
18. **Immanuel Care Centre** - frail care and residential facility
19. **Libertas Retirement Facility** - frail care and residential facility
20. **Lilac Residence Care Centre** - frail care and residential facility
21. **Meerenbosch Retirement** - frail care and residential facility
22. **Oude Westhof Retirement Village** - frail care and residential facility
23. **Trans 50 Panorama Palms Retirement Village** - frail care and residential facility
24. **Zevenwacht Lifestyle Estate** - frail care and residential facility
25. **Klaradyn Retirement Village** - frail care and residential facility
26. **La Belle** - frail care and residential facility
27. **Fairtrees Retirement Village** - frail care and residential facility
28. **Fontain Bleu Retirement Village** - frail care and residential facility
29. **Huis Aristeia** - frail care and residential facility
30. **Huis De Kuilen** - frail care and residential facility
31. **La Provence** - frail care and residential facility
32. **Fairmead Court Rondebosch** - frail care and residential facility





At Physiotherapy @ Home, our primary focus is to help our clients return to the activities and sports they love, as safely and effectively as possible. Our highly trained and educated team employs an individualized approach to treat our clients through a combination of evidence-based therapeutic exercises, manual therapy, neuromuscular rehabilitation techniques, and therapeutic modalities

**Senior Management Team**

**Dr Marc Naidoo** Co-Founder

Graduated with an Honours degree in Physiotherapy from the UWC in 2003 and then completed his Masters in 2007 and his Ph.D. in 2019. After working in the public sector for two years, he moved on to opening two physiotherapy private practices in the Athlone and Rondebosch East area and enjoyed being the sports physiotherapist for a professional soccer team during 2004-2006 seasons. He was Head of Department of one of Life Health Care's physiotherapy departments for 9 years and held an academic position at UCT for 14 years.

**Leron Hector** Co-Founder

Graduated with an Honours degree in Physiotherapy from the UWC in 2007. After completing his community service in the Northern Cape, he came back to Cape Town where he worked as a physiotherapist at Sport Science Physiotherapy Centre and various other private practices. During this time, he was also the sport physiotherapist for a local Rugby club and provided physiotherapy support for the ABSA Cape Epic Cycle Tour and Two Oceans Marathon. He was the assistant manager of a private/public rehabilitation hospital's physiotherapy department for 6 years before opening Hector, Naidoo and Associates. He was also involved in teaching at the UCT for 3 years.

**Dr Ryan Groenewald** Practice Manager

Graduated with an Honours degree in Physiotherapy (cum laude) from UWC in 2009. He worked as a physiotherapist at Booth Memorial sub -acute hospital, as well as at various private practices. He was head of rehabilitation services at a Life Healthcare hospital in the Western Cape. He has a special interest in neurological rehabilitation and has therefore gone on to complete his Masters in 2013 and d his Ph.D. in neurological physiotherapy at UWC in 2018.

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