



North Tyneside Council



Northumbria Healthcare
NHS Foundation Trust

Community Care and Support Team

Issued by Northumbria Healthcare NHS Foundation Trust

building a caring future

HOSPITAL | COMMUNITY | HOME

www.northumbria.nhs.uk

Community Care and Support Team

Northumbria Healthcare NHS Foundation Trust and North Tyneside Council are piloting a new joint service to improve support at home for adults with multiple health and care needs in North Tyneside.

This leaflet is about the community care and support team and services available for people in their own home. It explains about what the new service provides and the support you can expect to receive.

What is it?

Sometimes people need a bit of extra support to recover after an accident or illness, or because of a health condition or frailty.

The community care and support team is made up of health and social care staff. You will have a key worker who will assist you and your family in your home to assess your needs and arrange care and support to help you stay at home and prevent an unnecessary hospital visit.

We can also help to build your confidence and promote independence including signposting to organisations for additional support to tackle loneliness and staying active and connected with where you live.

Who is the service for?

The service is for people aged 18 and over assessed with multiple health and social care needs who live in North Tyneside and who are at risk of losing their independence.

It doesn't include palliative or end of life care, individuals with complex medication needs or individuals who have safeguarding arrangements in place.

What to expect?

First we will establish whether you:

- Are able to manage on your own (with or without support from family, friends or neighbours)
- Have the potential to manage on your own (with or without support from family, friends or neighbours) but require a short period of extra support from us

The service aims to support you for as long as you require help to meet both your health and social care needs.

What happens when we first meet you?

You will receive a visit from a community support team member who will work with you and your family to: -

- Assess your health and care needs, goals and identify a care plan
- Arrange times of calls

What support is available?

We can coordinate services to help meet your health and care needs including:

- Support to take your medication
- Support with meal preparation
- Help with personal care including washing and dressing
- Toileting and catheter care
- Support to build your confidence carrying out daily activities
- Minor wound care, continence care and reviews
- Annual long-term condition reviews
- Basic stoma care, health checks including blood tests

Who is in the community support team?

Our team consists of six community care assistants from Northumbria Healthcare NHS Foundation Trust.

Do I have to pay?

The service aims to meet your health and social care needs. All health care is free but there is a charge for social care support. North Tyneside Council will do a financial assessment to determine how much you will pay towards the service. The process for this will be explained by your community support worker and financial assessment officer.

Get in touch if you need further information

Call Gateway on 0191 643 2777 from 8.30am-5.00pm seven days a week, or 0330 333 7475 on evenings and weekends.

Tell us what you think, comments, compliments, concerns or complaints

This is a new way of working and we will always try to provide the best service that we can and make sure we learn from any comments, compliments or complaints.

If you are not satisfied with our service or would like to talk to a member of staff, please contact us.

Freephone: 0800 032 0202

Text: 07815 500015

Email: northoftynepals@nhct.nhs.uk

Some people find it useful to think about the things they would like to discuss ahead of their appointment.

You can write these things down in the boxes below and then discuss these in your appointment.

1



2



3



Here are some of the things that people sometimes want to talk about.
Tick any that are important to you.

- Sleep
- Medication
- Monitoring my health
- Healthier eating
- Pregnancy and contraception
- Driving/travel
- Benefits/money
- Pain
- School/college/work
- Feeling down/stressed or lonely
- Caring for someone
- Giving up smoking
- My day-to-day health
- Alcohol
- Keeping active
- Relationships/sex life
- My future health



Alternative Formats

If you would like a copy of this information in large print, another language, audio tape or other format please call the Contact Centre on 03 44 811 8118.

Other sources of information

NHS 111

NHS Choices

www.nhs.uk/pages/homepage.aspx

NICE (National Institute for Health and Clinical Excellence)

www.nice.org.uk

Patient Advice and Liaison Service (PALS)

Freephone: 0800 032 0202

Text: 07815 500015

Email: northoftynepals@nhct.nhs.uk

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General Enquiries 03 44 811 8111

www.northumbria.nhs.uk

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