

**Nantwich & Rural Care Community Team**

**Patient Information Leaflet**

**The Nantwich & Rural Care Community consists of:**

District Nurses, Community Staff Nurses, Assistant Practitioners, Healthcare assistants

Advanced Community Practitioners

Complex Case Practitioners

Physiotherapist, Occupational Therapists, Speech and Language Therapists and Therapy Assistants

Admin team

**Contact telephone number is**

**01270 278430**

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| Hours of working  **District Nurses/Community Staff Nurse**  Monday to Sunday (including Bank Holidays) 8:00am – 5.00pm  \*\*\*\*\*  **District Nurse Out of Hours Answerphone:**  Monday to Sunday (including Bank Holidays) 5.00pm – 8.00am  Telephone number: 01270 275428  \*\*\*\*\*  **Advanced Community and Complex Case Practitioners**  Monday to Friday (excluding Bank Holidays) 8.30am – 4.30pm  \*\*\*\*\*\*  **Physiotherapy, Occupational Therapy and Speech and Language Therapy**  Monday to Friday (excluding Bank Holidays) 8.30am – 5.00pm  Image result for 111 service \*\*\*\*\*\*  **GP Emergency Service**  If you require a GP between 6.30pm – 8.00am Mon-Fri, weekends and Bank Holidays then telephone 111. |

If you have any concerns re your care, please call 01270 278430 the first instance and we will put you in contact with the appropriate team leader

**Who is in your Nantwich & Rural Care Community Team?**

The team consists of: Nurse and Therapy managers, District Nurses, Advanced Community Practitioners, Complex Case Practitioners, Assistant Practitioner, Health Care Assistants, Physiotherapists, Occupational Therapists Speech and Language Therapists, Therapy Assistants and Administration Assistants. They work closely with other members of the Primary Care Team e.g. your GP, social services and the hospital teams. They care for patients who have a health problem or condition that requires an assessment by a District Nurse, Advanced Community Practitioner, Complex Case Practitioner or Therapist.

A member of the Nantwich & Rural Care Community Team will assess your condition and plan a suitable programme with you. Please feel free to ask questions and discuss your plan of care.

**The Nantwich & Rural Care Community Team aims to:**

* Provide support and education for patients with long-term conditions, nursing care needs and to provide therapy input to enable people to improve the quality of their lives by providing therapies in their home environment.
* Be an on-going point of contact to assist you in leading a healthy life, improving independence and quality of life.
* Carry out a general assessment of your needs and risks that may affect you.
* Provide information and choice about local services and help make it easier to access them.
* Prevent unnecessary hospital admissions by providing early intervention, diagnosis and treatment.

**It is not the role of Community Nurses or Therapists to:**

* Carry out social care e.g. bathing, washing, dressing, cutting toe nails
* Collection and delivery service e.g. medication and medical supplies and equipment
* Visit patients who are not housebound except if there are nursing / therapy reasons or if you are under the care of the Advanced Community Practitioners.

A Complex Case Practitioner often works with people with long-term conditions who may find themselves admitted as emergency cases to hospital because their symptoms have suddenly worsened. A Complex Case Practitioner can help prevent such emergencies happening in the first place by spotting difficulties as they arise and making sure you have the right care and medication to deal with them.

If you are acutely unwell and have contacted the GP Surgery for a home visit, you may be seen by one of our Advanced Community Practitioners.

**How will I benefit from their help?**

* The Nantwich & Rural Care Community will make sure your care is co-ordinated. This means less duplication and fewer unnecessary trips to the hospital or doctors
* They will make sure you understand how your medicines help and may prescribe you new medicines
* They will make sure your views are listened to and that your care is designed around your needs. That way you can be confident that you are in control of your health and care.

**For comments, compliments or complaints**

**The Customer Care Team**

**Tel: 01270 612410**

**Email:** [**customercareteam@mcht.nhs.uk**](mailto:customercareteam@mcht.nhs.uk)

**An online feedback form is available on Mid Cheshire Hospitals NHS Foundation Trust website:** [**www.mcht.nhs.uk**](http://www.mcht.nhs.uk)

**Or write to:**

**The Customer Care Team, Leighton Hospital**

**Middlewich Road, Crewe, CW1 4QJ**





This information is available in audio, Braille, large print and other languages.

To request a copy, please ask your nurse.

NHS Zero Tolerance Zone: Aggressive, violent and threatening behaviour towards NHS staff will not be tolerated. Individuals behaving violently towards staff may be reported to the police “