**COMMUNITY CARE TEAM**

**Why have I been referred to the Community Care Team?**

We have been made aware that you have a health and/or social care need that we can help you with.

**What is the Community Care Team?**

We are a group of health and social care professionals who work alongside your local GP Practice to support you at home.

The team includes nurses, therapists and social workers. We also have strong links with many other health, local authority and voluntary agency teams.

The service is delivered jointly by Cheshire and Wirral Partnership NHS Foundation Trust and Cheshire West and Chester Council.

**What can we offer?**

We will be able to address your health and social care needs, aiming to help you to regain as much independence as possible.

Our involvement usually follows a recent episode of illness; discharge from hospital or as a result of an ongoing health condition.

The team will provide the care that is most appropriate according to your needs, which may be met by one or more professionals who will coordinate your care.

**What happens now I have been referred?**

Once you have been referred to the team, we will gather any further relevant information required from various services, to enable this process.

The relevant professional will carry out an assessment with you to look at your needs and discuss your goals. They will then work with you and plan how to achieve them.

Following this assessment you may be allocated a key worker from within the team who will be responsible for ensuring your care is coordinated.

We will also with your consent, include your family and/or carers.

The team will regularly discuss your progress with yourself, your Doctor and other professionals involved in your care.

The expectation is that you will feel that you are receiving the service that is right for your needs, where the team will communicate and coordinate your care.

The information we gain from you may be shared with other services involved in your care. The sharing of information will be discussed with you at your assessment and you can choose how your information is shared and with whom.

If you are not happy with any part of your care please do contact the team immediately on the contact number below.

**What happens at the end of the service?**

That will depend on your needs. It maybe that some services continue or that you are provided with a telephone number to contact again should you need it.

**If I still have questions, who can help me?**