

How to obtain more information on the Integrated Neighbourhood Team Service



For further information please discuss with your health or social care professional.

East Lancashire Clinical Commissioning Group

East Lancashire Hospitals NHS Trust

Lancashire Care NHS Foundation Trust

Lancashire County Council

Integrated Care



Information for patients and carers



If you would like this leaflet translating or in another format please contact:-

যদি আপনি এই লিফলেটটি অনুবাদ বা অন্যরূপে পত্রে চান তাহলে:

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Prosimy o kontakt, jeżeli pragniecie Państwo otrzymać niniejszą ulotkę w innym języku lub formie:



Customer Information Line:

0800 587 2586

Or alternatively email your queries:

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Welcome

We are working together to provide you with more local and personalised services. This guide explains these services.

Patients and carers have told us that health and social care services could be easier to use, and better co-ordinated or "joined-up". Patients say that they often repeat the same information to different professionals which can be frustrating. Staff tell us that they can treat patients better if services work more closely together.

Our aim is to improve the co-ordination between the different health and social care services to make it easier for patients to use and ensure that patients only need to tell their story once.

Integrated Neighbourhoods

To help you, we have set up a way of working called Integrated Neighbourhoods. By doing this we aim to improve coordination and communication between health and social care, including GPs, and you and your family and carers. We will also aim to provide the services you need in your community when you need them. Your GP holds most of

your care records. Some patients will have been provided with a care plan and they have been asked to share their information with other health and social care organisations. We do this to help ensure that patients get the right treatment and services that they need. If you need this, we will work with you, your family and health and social care services.

Who is part of the integrated neighbourhood?

- Local Primary Care Team including GP and Practice Nurse
- Nursing services
- Therapy services
- Social Workers
- Mental Health Teams
- Intensive Home Support Services
- There may also be involvement from local community groups in your area and organisations such as Age UK, Carers Link, local hospices, and North West Ambulance Service.
- Local people and families

Regular meetings will be held in your locality to help those patients who may need additional support during times of illness and crisis to ensure that they receive the care

and support that is needed.

This will also help avoid unnecessary hospital admissions or having to make too many unnecessary GP appointments. Where a number of professionals may be involved in your care a 'case manager' from the neighbourhood will be agreed with you and your family and carers. This person will give you the opportunity to have one point of contact and will work with you to develop a care plan to help you stay well

and healthy. We will work with you to support you to manage any conditions you may have so that you can be in control and independent. Because the needs of your family and carers are also important your care plan will include them. Your case manager will regularly review your care plan with you and communicate with all the other people involved in your care to make sure everyone is working together for you.



Integrated Discharge Service (IDS)

The Integrated Discharge Service is designed for people who are in hospital or are attending for assessment. Once we are happy that you are medically ready we will assess your needs and design a plan for you to return home. The Integrated Discharge Service is made up of a team of different professionals who will support your discharge from hospital.

You will have a case manager who will support you to identify your needs and develop a personalised plan to help you return home. You will be given a named case manager who is best suited to manage your needs.

Staff providing these services include:

- Nursing staff
- Therapists
- Social workers

We will also liaise with voluntary organisations and specialist services as required such as Age UK, Carers Link, hospices, and the North West Ambulance Service.

This service will not replace your existing health and social care services but we will work together to improve communication and be more co-ordinated.

Intensive Home Support Service (IHSS)

The Intensive Home Support Service (IHSS) will provide support for you in your home. A team of clinical staff will provide responsive assessment, monitoring, investigations, support and education to help you avoid any unnecessary hospital admissions or provide early and supported discharge from hospital. We will provide high-quality nursing and therapy care delivered or you at home. Once your needs have been met, and your condition is stable, the team will provide on-going monitoring and support, under the care of your own GP.

What does the IHSS Service provide?

- Advanced assessment, clinical examination and diagnosis
- Your prescription
- Monitoring, including blood pressure and temperature
- Taking blood for laboratory analysis
- Support, information and education
- Any necessary equipment and help
- Care package service, if required

What to expect?

The team will provide preventative, responsive and active nursing care and therapy, seven days a week depending on your individual needs. Visits may take place between 7.30 am and 10pm. Should visits

be required during the night, these will be allocated to the Night Nursing Team.



