

Patient information

Early Intervention Team

Home care day support service

If you need help before we arrive, or you have a query please contact the Care Coordination Centre and ask for the early intervention team (EIT): **0300 123 2425**.

This number can be accessed at any time, day or night. If you are unwell whilst you are at home, phone your GP in the normal way or call **111** if your GP practice is closed.

About the early intervention team

Who we are

The EIT is made up of health and care professionals that work together with voluntary services to provide care and support for you. We may have helped you to avoid having to go into hospital, go home after being treated in the emergency department or be supporting you after a short stay in the acute assessment unit. Or you may have been referred by paramedics, a GP, or other healthcare professionals in the community.

The team is hosted by West Suffolk NHS Foundation Trust and is delivered in partnership with Suffolk County Council, Anglia Care Trust and Suffolk Family Carers.

The team consists of nurses, occupational therapists, physiotherapists, assistant practitioners, home care assessors and reablement support workers and social workers. We work alongside Anglia Care Trust workers, and Suffolk Family Carers.

The team also works closely with your GP, the integrated neighbourhood team (for example, community nurses, therapists and coordinators) and where appropriate the dementia intensive support team, St Nicholas Hospice, other community services as well as members of the hospital team.

What is our home care day service?

We will have discussed with you that your illness or health problem may mean that you may need some extra help to manage and feel confident being at home. Our care service is an emergency service that includes our home care assessors and reablement support workers who can assist you with daily living activities such as washing, dressing, toileting, transferring, meal preparation, eating, drinking, and prompting medications. Working with Anglia Care Trust, we may also provide support with housework, shopping, laundry, and other activities.

Aims of the home care day service

- To provide emergency support at short notice until we can source another provider to continue to support you with your needs.
- Ensure you receive the right care at the right time, in the right place.
- Provide equipment where necessary.
- Provide personalised and holistic care.

How long will the home care day service last?

The home care service provided by the EIT is only for a short period of time in order for us to have continued capacity to provide emergency care.

Some patients will find that after a few days, they do not require our care support as they are able to manage. Other patients may find that through working with the EIT, they have identified other services that can help them through the next stage of care. A member of the team involved in your care will keep you updated with the ongoing plan.

However, some patients may find that they need ongoing support. We will have immediately started to source a longer-term arrangement to continue your support once our care ends. This may involve referring to your local social services or Continuing Health Care. There will be a smooth transition of care once another

provider is available that can meet your needs but you will be informed who this will be and when this will happen, sometimes at short notice.

Other patients may require palliative care and ongoing support to remain at home. This care may be provided alongside St. Nicholas Hospice.

We may work alongside the integrated neighbourhood team (a multi-disciplinary community team) to ensure you receive the care you need.

About our home care assessors and support workers

- They are the members of the team who will support you during the day.
- They wear a burgundy tunic and will have a name badge and NHS ID.
- They cannot administer medication and can only prompt you to take it, and they cannot adjust oxygen outside of the prescribed parameters.
- They work alongside a multi-disciplinary team to meet your needs and will escalate any concerns to them. This may result in another member of the team visiting you on a planned visit.
- They will be of any gender, and we are unable to meet gender specific requests, as we are a crisis team.
- Depending on your needs and previous input from other professionals, they may need to assess your ability and environment.
- They may ask to view your RESPECT or DNAR form (if you have one). This is nothing to worry about, they are checking that the paperwork is in place so we can best support your needs in an emergency.

Your rights

If you do not wish for the service to continue, you can cancel it at any time by calling the Care Coordination Centre on 0300 123 2425 and asking for the early intervention team.

When you are seen by the EIT, you will be asked for consent for our intervention. We will respect your decision to withdraw your consent to our intervention at any time. All information about patients is confidential and where appropriate is covered by the General Data Protection Regulation. You may be assessed or treated by a student, who is accountable to a senior member of the team. However, if you prefer not to be treated by a student, you have the right to decline.

Feedback regarding the service

We value your feedback on our service. Please complete the feedback form on your experience to help us monitor and improve our service.

If you or your representatives have any concerns or complaints that you wish to be dealt with informally, please discuss these with the reablement support worker. If the person with whom the issue is first raised cannot resolve it themselves, they will seek assistance from their line manager or senior colleague. You can also phone the EIT (through the Care Coordination Centre) 0300 123 24 25 to discuss your concerns.

If the concern remains unresolved, the EIT will then refer to the patient advice and liaison service (PALS). Individual patients or their representatives can contact PALS.

Contacting PALS

The PALS service is open 9.00am to 4.00pm, Monday to Friday except Bank Holidays.

In person: the PALS office is situated within the main entrance foyer of the West Suffolk Hospital, opposite the information desk. If there is no one in the office during our opening times, please speak to the volunteers on the information desk who can page us to come and see you.

Telephone: 01284 712555 with 24-hour answerphone facility

Email: PALS@wsh.nhs.uk

If you would like any information regarding access to the West Suffolk Hospital and its facilities, please visit the website for AccessAble (formerly DisabledGo)

<https://www.accessable.co.uk>

