

Patient information

Early intervention team Home care night 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 (EIT)

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, social workers, and 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 night support service?

The EIT can provide emergency night sits or pop ins to support you to remain at home overnight.

This service could be to support:

- You whilst recovering from an illness or injury and you have night needs, such as needing assistance with toileting
- Adapting to being back home after a hospital attendance
- End of life care if you live alone or your family need some rest
- Whilst your carer has been taken into hospital or is unwell and you require assistance overnight.

The service is available as a one-off emergency provision or can be for a set time as part of an enhanced period of care support. This is not a long-term service. If long-term needs are identified this will be discussed with you by your key worker and longer-term options will be explored.

About our home care assessors and support workers

- They are the members of the team who will support you overnight.
- 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 team of nurses and will escalate any concerns to a nurse. The nurse may come out to see you, for example, if you require medication at end of life.
- 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.

What is a pop in visit?

- Two staff will visit you to meet your specified needs, for example, to assist you transferring to a commode, the toilet, or to change your pad or reposition in bed.
- They will not stay all night, only for the time required to meet your needs.
- You may have more than one visit during the night depending on your needs.
- Please let us know how we can get into the property. We may need to use one of our temporary keysafes – this will not damage your property.
- We will lock the door after our visits, unless indicated.
- We will wake you if you are asleep unless you ask us not to.

What is a night sit?

A night sit is where two staff will stay in your home overnight. Depending on your needs, if we have visited before we may provide one member of staff on follow-up night sits. Our staff will be awake during the night and assist you as required, for example: making you comfortable in bed, assisting with toileting, making drinks, keeping you company.

When we arrive, we will determine how you/ your family would like us to provide this sit.

What the home care assessors and support workers need to know when commencing a night sit:

- Where you would like us to sit?
- If we sit in a separate room, 30- or 60-minute checks?
- Which light is best to have on?

We are there to support you, so if you can, please ask if you need any assistance throughout the night and we will respond.

Our staff will take breaks during the night, so one support worker will pop out whilst the other is available to respond to your needs. Please advise us if there is anywhere you do not want us to go.

Our staff may sit on your chairs, or we may bring chairs for staff to sit on. Our staff may need to use your toilet during the night.

At night, heating is often not on, so our staff wrap up warm. They will be wearing a uniform but may put blankets or a fleece on during the night.

For end-of-life care

- Sometimes, during the night your needs may change, for example, your breathing may change or you may become less responsive.
- The support worker will escalate any change in presentation to the nurse, who will provide advice and may come out to see you.
- If this happens, please let us know if you would like us to inform anyone (if they live at the property, we can wake them or if they are not at the property we can phone them).

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>

