

What is the Out of Hospital Team?

The Out of Hospital Team supports people in their own home who require an urgent assessment and additional support to prevent them going into hospital.

The service may also support people for a short time on discharge from hospital.

Following a referral from a Doctor, Paramedic, Social Worker, Community Nurse or other Healthcare Professional a member of the Out of Hospital Team will visit you and complete an assessment of your health and social care needs.

A plan of care will then be discussed and agreed with you. This may include, care support, equipment, medication management, mobility practice and exercises, meal preparation, general health advice and support. We will liaise with your own Doctor when needed.

The Out of Hospital Team work closely with the Community Nursing Teams in supporting people requiring end of life care and support.

Who is it for?

The Out of Hospital Service is for adults (18 years +) who are registered with any of the GP Surgeries in Lowestoft, Oulton Broad, Great Yarmouth and the Coastal Villages.

Who is in the team?

The Out of Hospital Team has health workers and social services staff working together to meet individual's health needs. Based on your particular needs, you may be seen by a Registered Nurse, Assistant Practitioners, Occupational Therapist, Physiotherapist or Social Worker.

Your care and support may be delivered by Rehabilitation Support Workers.

What do I need to know?

It is very important that you are involved in your care. You will always be given information and asked for your consent before any examination or procedure. If you would like someone with you at any visit or need a chaperone please do not hesitate to let staff know. The Out of Hospital Team will always keep you at the centre of your care.

What happens next?

Following initial assessment and care your progress will be reviewed. Depending on your recovery the level of support you require will change. If you no longer need the support from the Out of Hospital Team the service will be discontinued. However if you require on-going services, these will be discussed with you and arranged as necessary.

There is no charge for care from the Out of Hospital Team. Any paid services you receive from Social Care will not be affected or changed.

How do I access the Service?

Referral to the Out of Hospital Team must be made by a Health or Social Care Professional. Once you are under the care of the team you can contact the team directly.

Contact Telephone Numbers

The following are contact numbers of the relevant professional who is involved in your recovery.

Out of Hospital Team

Tel No: 01493 809977

Start date:

Named Professional.....

GP Name:

GP No:

Other Professionals Names & Numbers:

For Suffolk residents:

Suffolk County Council Adult Community Services

Tel No: 0808 800 4005

Suffolk Carers Helpline

Provide information about a range of services for carers.

Tel No: 01473 835400

Suffolk Care Line

Provide assistance and support to older, disabled and vulnerable persons requiring assistance and support to remain in their own homes.

Tel No: 0845 60 07724

For Norfolk residents:

Norfolk Social Services

01493 448500

Emergency Duty Team (8.45am-5.30pm, after these hours press option 1 for Swifts)

0344 8008020

Age UK

Provides a home visiting service to advise and help with benefit claims.

Tel No: 0800 169 6565

Patient Liaison, Complaints and Compliments

By

Telephone 01502 445447

Patient Liaison Team
East Coast Community Healthcare
Hamilton House
Battery Green Road
Lowestoft
Suffolk NR32 1DE

In Writing

By Email ECCH.patientliaison@nhs.net

If you would like this leaflet in large print, audio cassette, Braille or in a different language please contact Andrea Dawson on 01502 445445



Out of Hospital Team

01493 809977



Information for Patients and Carers

Being treated with dignity and respect is the right of every patient

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