



Sussex Community
NHS Foundation Trust

Caring for you in your own home

Our Community Teams





Who we are

We are a team of healthcare professionals who work in the community, ensuring that you receive the right care, at the right time, in the right place, from the right person.

We work closely with a wide variety of other professionals including nurses, physiotherapists, occupational therapists, GPs, mental health services, voluntary services and social workers.

What we do

We provide a personal assessment of your health needs, and agree a plan of care to support you to manage these.

This may include carrying out some care and treatment in your own home, as well as helping you to find out about local things that might help you get better, so you are able to regain your independence.

Completing your treatment

Once your treatment has been completed with us, or you have recovered enough to attend your GP surgery or a clinic/service, we will end our planned visits to you.

We will start to discuss this with you when we first meet you, so that handover between services can be planned in advance and managed smoothly.

We will make sure that whoever is taking over your care is given all the details they need.

What you can expect from us

We will:

- Treat you with kindness and compassion, with a professional standard of care, by appropriately qualified and experienced staff.
- Plan care that meets your needs, and support you in reaching your agreed goals.
- Regularly reassess and review your treatment and care plan with you.
- Agree the frequency and timing of your visits with you based on your individual needs.
- Let you know as soon as we are able if we need to reschedule your appointment.
- Confirm our identity with you before we come to your home.

What we ask of you

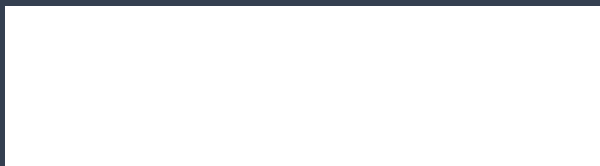
To:

- Recognise that you can make a significant contribution to your own health and wellbeing, and to take personal responsibility for it.
- Follow the course of treatment which you have agreed to, and to speak to us if you are finding this difficult.
- Provide a safe space for staff to care for you in your home by telling us about any risks which may be present in your home.
- Secure pets in another room when we visit.
- Refrain from smoking prior to and during our visit.
- Be available when we visit.
- Inform us if you no longer require a visit from us or if you need to reschedule.



Contact us

See below contact details of your local community nursing team:



For a medical problem outside of normal working hours, please call your GP or call 111.

In an emergency, please call 999.

Get the best from your NHS

Our patient advice and liaison service (PALS) can help patients, families and carers with questions, comments or concerns about NHS services. You can contact PALS at:



PALS, Sussex Community NHS
Foundation Trust, Brighton General
Hospital, Elm Grove, Brighton BN2 3EW



01273 242292



sc-tr.pals@nhs.net

Sussex Community NHS Foundation Trust is committed to treating patients with dignity and respect, and expects patients and visitors to treat staff in the same way.

We do not tolerate abuse, harassment or violence towards our staff. Any such behaviours may be reported to the appropriate authority, and could lead to the visiting practitioner leaving your home.

In certain instances your treatment could be withheld.

If you need any help or extra support to understand this information

Please ask any member of the team caring for you if you need this information in large print, Braille, easy read, audio tape or email. Or if you need help understanding this information or require this in a language that is not English.



*Excellent care at the
heart of the community*