

What you can expect from us

We will:

- offer you the best possible care.
- work in line with our values, and treat you with care and compassion.
- wear identification badges and confirm our identity before we come into your home.
- introduce ourselves to you and provide appropriate information when we first meet.
- ask you what you want us to call you and respect your wishes.
- base our visits on your care needs
- regularly assess and review your treatment/care plan with you.
- keep your information and record confidential.

What we ask of you

- To work with us to help you achieve your own health goals.
- To care for yourself, as much as you can, in line with our agreed plan.
- To make an appointment with your GP once your health improves or you are no longer housebound
- To keep your home safe for our staff.
- To treat our staff with courtesy and respect, and ensure your family or friends do so, too.
- Not to smoke in the house for at least one hour before we arrive, and not to smoke during our visit.
- Let us know if you no longer require an appointment from us or need to change one

Contact us



01273 242292



sc-tr.serviceexperience@nhs.net



www.sussexcommunity.nhs.uk

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. If you need advice about our services, facilities or staff, or would like to make a comment, please contact PALS at:



PALS Sussex Community NHS
Foundation Trust Freepost (BR117),
Elm Grove, Brighton BN2 3EW



01273 242292



sc-tr.serviceexperience@nhs.net

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



*Excellent care at the
heart of the community*

NHS

Sussex Community
NHS Foundation Trust

Caring for you in your own home

our community teams





Who we are

We are a team of health and social care professionals, such as nurses, therapists, social workers, healthcare assistants and administrative staff. We call ourselves a community team.

We share one simple goal – to offer you the best possible care where you live.

What we do

We arrange and/or provide care for people with long-term health conditions (such as heart disease or diabetes) to support them to live independently in their own homes.

This service is for anyone aged 18 or over, registered with a GP.

Our care will be based on an assessment of your needs. Patients need to be generally unable to leave their homes – what is sometimes called ‘housebound’ to receive our care.

How we do it

We work closely with your GP and other health and social care organizations to help you get the care you need. We will:

- Review your health condition and assess your needs.
- Agree with you a plan to support you to manage your condition.
- Ensure you get the health and social care you need where you live.
- Work with other organizations and specialist teams to ensure you get the right advice and care.



How you use our service

You can refer yourself to our service, and a family or friend can also refer you – please see our contact details at the end of this leaflet.

You can also be referred by other health or social care workers such as GPs, nurses, therapists and social workers.

Once your referral is accepted we will contact you to arrange an assessment visit. At this visit we will consider your needs and then plan any ongoing appointments with you.

Sometimes we may have to reschedule your appointment, but we will contact you as soon as we can to let you know what’s happening.

We will work with you for a planned period of time to help you manage your healthcare needs.

We will coordinate your discharge from our service once health goals are achieved.

If you are no longer housebound we will refer you back to your GP.

If your condition gets worse while we are caring for you we will support you to get additional health and care support.