

How to contact us?

Please contact us using the information below:

01702 538241

epunft.seecarecoordination@nhs.net

Our office hours are:

Monday to Friday 9am to 5pm
Closed bank holidays

We value your opinion

We hope that you find the service useful and we would like to hear your comments or suggestions. Please feel free to contact us at any time while you remain in our care.

Patient Feedback

If you would like to offer feedback about our service, please use the QR below.

iWantGreatCare
Transforming Healthcare



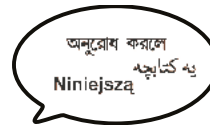
Did you receive great care today? Leave your ratings and review to let us know how we did.
Google search: EPUT iwantgreatcare



Patient Advice and Liaison Service

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to PALS on [0800 085 7935](tel:08000857935) or you can email epunft.pals@nhs.net

This leaflet can be produced in large print, CD, Braille and other languages on request.



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Essex Partnership University
NHS Foundation Trust

SOUTH EAST ESSEX CARE COORDINATION SERVICE



**WORKING TOGETHER TO HELP
YOU STAY HAPPY AND HEALTHY
AT HOME**

EPUT

What Is Care Coordination Service?

We are an NHS service tailored to help patients navigate through health, social and voluntary services. We assess you in the comfort of your own home, providing referrals, advice and support. Our aim is to ensure you have the services you need to allow you to stay independent and safe at home. We will support you to create a personal care plan. Our team works closely with your GP to ensure all your needs, which we discuss during the assessment, are met. Our aim is also to help you, your family and carers to understand what services are available to you. Our staff will refer you to the services and share, as appropriate, your information with the health and social care professionals involved in your care. If you do not wish for this to happen please advise us when we visit.

What Does the Service Do?

The service offers you the opportunity to be holistically assessed by an experienced professional; usually a qualified nurse or a social worker. They will work with you to co-produce a care plan relevant to your identified needs.

A Care Coordinator will offer you advice and assistance in getting the right support for you, your family and carers. Our service has an internal Pharmacy Team who will review your medications and consult with your GP if there are any concerns. We have Community Integration Team who can support with social interaction, benefit maximisation, etc.

We also have experienced Health Care Assistants who will provide you with ongoing support throughout your health and social care journey. We can also refer you to receive a range of services beneficial to you.

These could include:

- Benefit entitlements
- Befriending service
- Advocacy services
- Occupational Therapy
- Fire services
- Reputable Services to support you around your home

Who Will Benefit From This Service?

If you are:

- Adults aged 18 and over
- Adults living with frailty or have long-term conditions
- Living in your own home
- Vulnerable adults at risk of admission to hospital
- Patients registered with a GP in South East Essex (including temporary residents) or unregistered patients living within the locality

How Long Can The Service Help Me?

Your health and wellbeing is our primary concern and we will work with you throughout your health and social care journey. The support given to you will be tailored to your needs. You can contact the service at any time if you require further support should your circumstances change