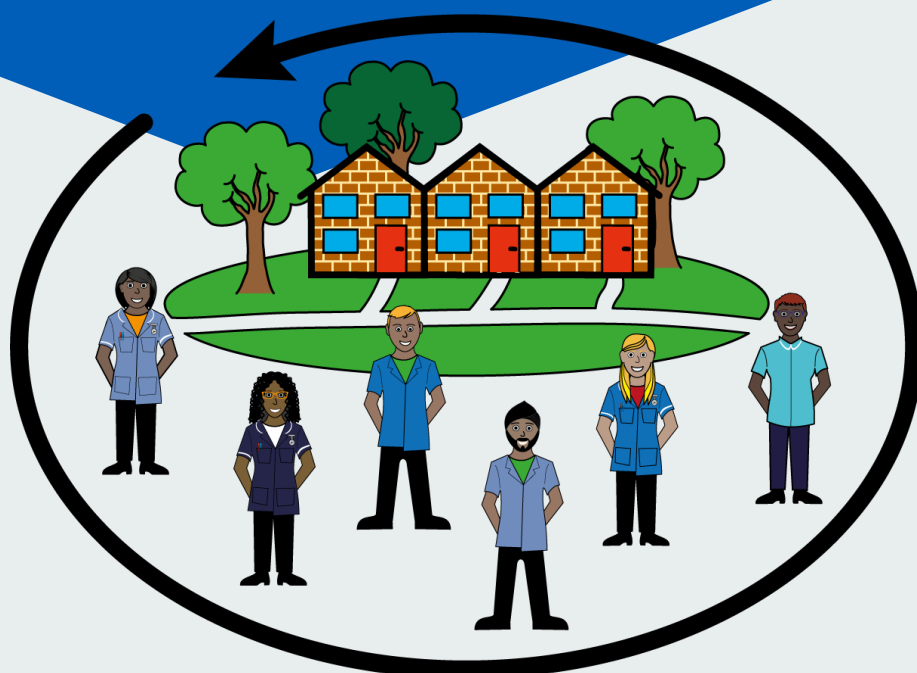


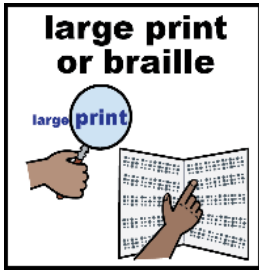
Easy Read

Welcome to your Neighbourhood Team

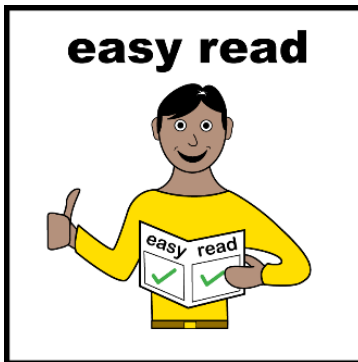
Information leaflet



Your Neighbourhood Team



If you require this information in other languages, Braille, large print, or audio format please ask the person who gave you this leaflet.



This booklet uses easy words and pictures.
You might want to ask someone to help you read it.

Who are we?



We are a local community based healthcare team.
This means we will care for you at home.

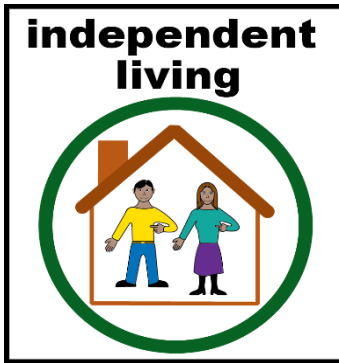


We are a team of Matrons, Nurses, Occupational Therapists, Physiotherapists, Clinical Assistants and Admin Staff.



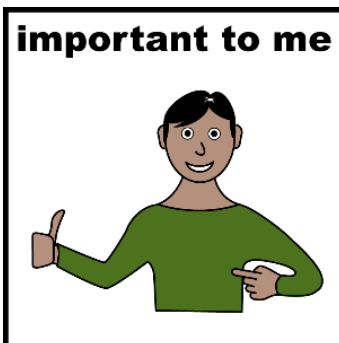
We work with your GP, Social Workers, the hospital and other organisations to provide care to you.

Who do we see?

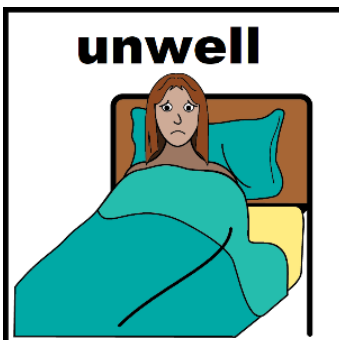


We work with adults so they can be independent and get the best quality of life.

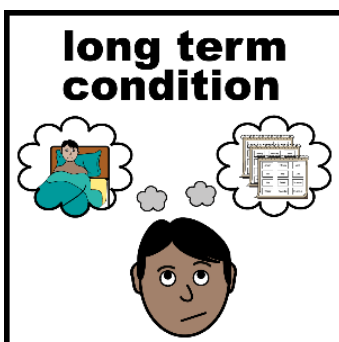
What do we do?



We will talk to you about what is important to you.



We will help you at home when you are unwell.



We will support you with long term conditions that might affect your daily life.



We provide end of life and palliative care.



We provide rehabilitation. This might mean giving you exercises and light activities to do to get you better quicker.



We will support you, give you advice and help you learn how to manage your health at home.

When do we work?



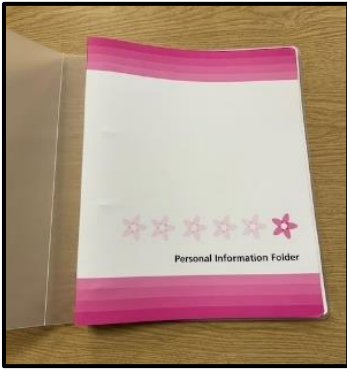
The Neighbourhood Teams opening hours are:
7am – 10pm. Monday to Sunday.



We also have a Night Nursing service which works 9:30pm – 7am. Monday to Sunday.



If you need care at night, your nurse will talk to you about this and arrange it for you.



You can find more information on how to contact your Neighbourhood Team in your patient folder.

When can you expect from us?



We will aim to make sure you have the right support.

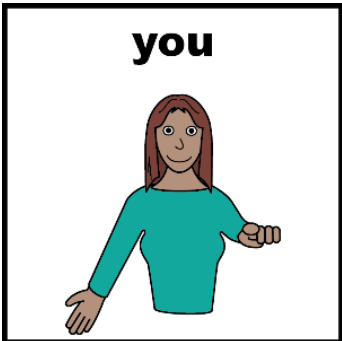


You will be given a case manager to help you with this.

When we visit you...



We will introduce ourselves and display our ID badge



We will treat you as an individual.

respect



We will be respectful to you and those around you.

respect and dignity



We will value your privacy and dignity.

polite staff



We will be polite and helpful.

information kept safe



We will keep your personal information safe and secure.

folder



We will give you a folder with helpful information.

How you can help us...

contact us



Please let us know if you need to cancel a visit.

wash hands



We need to wash our hands before we care for you so please make sure you have liquid soap and paper towels in your home.

smoke free



Please make sure your home is smoke free when we visit.

safe home



Please make sure your home is safe when we visit.

support from family friends



You can have someone else at the visit if you would like.

This could be a family member, friend or carer.

One last thing...

**nursing
student**



We sometimes train student nurses and therapists who may help with your care.

choice



Please let us know if you do not want this.

Other helpful information



If you want to give feedback to someone outside the service, you can speak to the **Patient Experience Team**.

Call 0113 220 8585

Email lch.pet@nhs.net



We might need to ask you a few questions and keep a record of your personal details.

We may share your information with other services. We will ask you before we do this, as per the Data Protection Act 1998.