

Health and social care community services

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at rduh.pals-northern@nhs.net.

The service

Community services involve teams of health and social care professionals. The names of the teams are:

- Community rehabilitation team
- Community nursing team
- Speech and language therapy team
- Lymphoedema team
- Social care team

The teams may work independently or together alongside individuals, carers and families who are affected by short or long term health conditions.

The teams have close links to either a community specialist doctor or your GP. The healthcare professionals within the teams are supported by support workers, coordinators and administrators. We also have links to local volunteer agencies.

We aim to help individuals:

- maintain their independence at home.
- take greater control of their health and wellbeing.
- access short term intervention to manage health needs in times of deterioration or crisis.
- take an active and purposeful role in planning current and future health and social care needs.
- engage with their local community.

Referrals to our services can be made via your GP or from other health and social care professionals for health provision or via Care Direct Plus for social care needs.

A member of the team will contact you to discuss your needs and may arrange to visit you in your home, or other appropriate setting, depending on your situation.

The core working hours of our teams range from 8.00am to 5.00pm, Monday to Friday (except Bank Holidays). Outside of normal working hours, we also provide urgent care services which are accessed via 111 or emergency duty team for social care on 0345 155 1007.

Range of support

We provide assessment and treatment for adults over the age of 18.

We are able to offer a range of support, which may include:

- Assessment of ability to remain independently at home.
- Support and services to remain at home, where appropriate.
- Support for transition to home from hospital or other care setting.
- Provision of support and advice to carers/families.
- Preventative strategies around falls or long-term conditions.
- Holistic assessment of daily living skills, which may lead to:
 - assessments and treatments
 - strength and balance classes
 - provision of equipment/adaptations
 - signposting to other appropriate services
 - day treatments
- End of life care
- Financial assessment and advice

Further information

Your team contact person is:

Contact number:

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

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