

# Neston & Willaston Care Community Team

**Team Manager: Ana Davies**

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DAY:	Mon	Tues	Wed	Thu	Fri	Sat	Sun	BANK HOLIDAY
TIME:								
8AM - 5PM 	0151 488 8440					0151 514 2222		
5PM - 8AM 	<b>Out of Hours Community Nursing Team</b> <b>01244 397 452</b>							

**GP Out of Hours Telephone No: 111**

If you require translation services or a copy of this document in other languages, audio tape, braille or larger print please speak to a member of CWP staff or email [cwp.pals@nhs.net](mailto:cwp.pals@nhs.net)

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# Welcome

Hello, we are your local Care Community Team.

It's really important for us to understand "what matters to you" so that we can support you to become as independent as possible and work with you to be able to take an active part in managing your own health.

## What is a Care Community Team?

We are an integrated health and social care team, based in your neighbourhood, providing care and advice to people in their own home, including care homes. We work closely with GP surgeries and other health, social and voluntary care teams. The pictures below show the team members who may visit you and the uniforms we wear.

## How will we be able to help you?

We will help you to be able to make decisions about your care and treatment so that you can manage your own health and care. Together we will agree a personal care plan to meet your care needs which will address what is important to you, your concerns and your expectations. We believe that mutual respect, privacy, and dignity are essential in the success of person-centred care.

Where you have your care is also important. This may be within your own home and as your needs change the place in which your care will be given may also change. For example, you may be able to attend a clinic or GP practice for future care or treatment. We will always try to let you know if your visit will be in the morning or afternoon. For our patients who may need long term support we will support you, working closely with social services and third sector agencies, to help you meet your needs.

**\*Care Records are held electronically**

## Who are the team?

We are a group of people working together as a team who have the skills to support you in your health and care needs. Some of us are nurses, some therapists, social workers or administration staff and you may see different people from our team when we visit you.



**Assistant Nurse Practitioner**  
There is one Assistant Nurse Practitioner who works closely alongside the community nurses in delivering your care.



**Community Phlebotomist**  
Our phlebotomist is responsible for taking your blood and reporting to the Clinical Nurse Lead any concerns that may arise from the results.



**Care Co-ordinator**  
Our care coordinator liaises with the multidisciplinary team (MIM) in the team and sorts out all the referrals to the team.  
(no uniform)



**Community Physiotherapist**  
Our Physiotherapist undertakes assessments of mobility. They also support with rehabilitation needs, provision of exercise and advice about general wellbeing.



**Clinical Case Manager**  
Looks after people with long term complex conditions.  
(no uniform)



**Community Staff Nurse**  
The Nurses are responsible for the delivery of your care and report to the Clinical Nurse Lead.



**Clinical Lead/District Nurse**  
Clinical Leads are responsible for managing the day to day running of the nursing staff. Attending meetings with the rest of the team, and visiting people.



**Social Worker**  
Our team has a social worker who supports people with social care needs.  
(no uniform)



**Community Healthcare Assistant**  
There are two in the team, they report to the clinical nurse lead and work closely alongside the community nurses.



**Team Administrator**  
Our team admin will speak to you when you call our office, if you require a visit or need to change your scheduled appointment.  
(no uniform)



**Community Matron/Advanced Clinical Practitioner**  
Supports the GP by providing home visits to people.



**Team Manager**  
Our team manager is responsible for the whole team and patients. This includes managing our team to be the best it can be.  
(no uniform)



**Community Occupational Therapist**  
Our community OT supports people assisting them to be as independent as possible in their own home. They advise on minor adaptations and lifestyle changes that may be required.



**Therapy Assistant**  
Our therapy assistant supports the Occupational Therapist and the physiotherapist with their care plans for people.