



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Community Response Team Selby

Information for patients, relatives and carers

① For more information, please contact us:

First Floor
Selby War Memorial Hospital
Doncaster Road, Selby, YO8 9BX
Telephone: 01904 724306

**Please note we are not an emergency service
Please contact your GP or ambulance if needed**

Who are we?

We are a multi-disciplinary team of professionals from health and social care. This includes physiotherapists, occupational therapists, community nurses, social care staff, and a dedicated team of support workers.

What do we do?

The service has three main aims:

- Help people avoid going into hospital unnecessarily.
- Help people to be as independent as possible after a stay in hospital.
- Prevent people from having to move into a residential home until they really need to.

We will provide assessment, treatment, care, and rehabilitation within your own home, supporting and enabling you to regain your independence.

Our service will be time limited, so we will work in partnership with you to set and achieve realistic goals. For this to happen you will need to follow professional advice and work with staff, doing as much as you can for yourself.

Consent

We will only visit and help you with your consent.

The person referring you will discuss the service with you and gain your consent before making a referral to our team. They will help plan your discharge home with you, your family, and / or carers.

Information about you, such as your health and personal care needs, will be shared with the team as necessary to provide you with the care you need.

Please feel free to contact us for any further information.

Hours of Service

The team works between 8.00am – 8.00pm, seven days a week, 365 days per year.

How long can the team care for you?

This will depend on your individual assessment and needs but will be no longer than six weeks. This will be discussed and agreed with you and a formal review will take place before the service ends.

There is no charge for the service provided by the Community Response Team.

Who do we work with?

We work closely with your hospital consultant and ward teams, your GP, district nursing teams, social services, and community therapy services.

Queries

Please feel welcome to contact the team if you have any queries or concerns.

Respect

Our staff will treat you with dignity and respect. We also expect polite behaviour towards all our workers – verbal or physical aggression will result in discharge from our service.

Smoking

To protect the health of our staff we will request that you do not smoke during or immediately before our visits.

Feedback

We always appreciate constructive feedback regarding our service.

You will be provided with questionnaire, which will help us improve and develop our service.

Compliments

All verbal and written compliments are welcome.

Complaints

Any complaints will be taken seriously – please contact the Team Leader initially, but we will provide information on how to make a formal complaint if we are unable to resolve the problem for you.

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Rachel Anderson, Community Response Team,
Selby War Memorial Hospital, Doncaster Road, Selby,
North Yorkshire, YO8 9BX, telephone 01904 724306.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email pals@york.nhs.uk.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供，電
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

Telephone: 01904 725566

Email: access@york.nhs.uk

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