



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Community Response Team Selby

Information for patients, relatives and carers

Hours of Service

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

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

① For more information, please contact:

Telephone: 01904 724306

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Who are we?

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

What do we do?

The service has two main aims:

- Help people avoid going to hospital unnecessarily.
- Help people to be as independent as possible after a stay in hospital.

We will provide assessment, treatment, support with personal cares as required, and rehabilitation within your own home, 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.

How long can the team care for you?

This will depend on your individual assessment and needs; it can be from a few days but 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.

Any equipment provided by our team is free of charge and can be kept for as long as required. There is a phone number on the equipment when you wish to return any items to Medequip who will then arrange collection with you. Any maintenance/replacement of issued equipment can also be organised via the Medequip number.

Who do we work with?

We work closely with your hospital consultant and ward teams, your GP, district nursing teams, social services, care coordinators, social prescribers, voluntary organisations 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

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: Fiona Skelton, AHP Team Lead, Selby 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 yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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