



York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

# Rapid Assessment Team

Information for patients, relatives and carers

This leaflet provides:

- Useful contact information
- Our contact information
- Summary of therapy intervention

## **Rapid Assessment Team**

① For more information, please contact:

Emergency department

The York Hospital, Wigginton Road, York, YO31 8HE

Telephone: 01904 726656

Available 08:00 – 20:00

The support we have put in place for you today:

	<b>Referred</b> to Social Services
	<b>Referred</b> to Age UK
	<b>Referred</b> to Transport to get home
	<b>Provided</b> with equipment
	<b>Referred</b> to Integrated Care Team
	<b>Referred</b> to District Nurse
	<b>Referred</b> for Community Therapy Support
	<b>Referred</b> for Respite Care/step up
	<b>Referred</b> for Inpatient Rehabilitation
	<b>Referred</b> to Community Response Team

Today you have seen:

Occupational Therapy

Physiotherapy

Social Worker


Notes:

Who	Website
Adult Social Care Team	<a href="https://www.york.gov.uk/BeingACarer">https://www.york.gov.uk/BeingACarer</a>
Adult Social Care Emergency Duty Team	<a href="https://www.york.gov.uk/BeingACarer">https://www.york.gov.uk/BeingACarer</a>
Age UK – York Advice	<a href="https://www.ageuk.org.uk/york/about-us/contact-us/">https://www.ageuk.org.uk/york/about-us/contact-us/</a>
Age UK – York Hospital	<a href="https://www.ageuk.org.uk/york/our-services/hospital-services/">https://www.ageuk.org.uk/york/our-services/hospital-services/</a>
Carers Emergency Card	<a href="https://www.yorkcarerscentre.co.uk/adult-carers/carers-emergency-card/">https://www.yorkcarerscentre.co.uk/adult-carers/carers-emergency-card/</a>
Keep Your Pet	<a href="http://www.keepyourpet.co.uk/">http://www.keepyourpet.co.uk/</a>
York Carers Centre	<a href="https://www.yorkcarerscentre.co.uk/">https://www.yorkcarerscentre.co.uk/</a>
York Neighbours	<a href="https://yorkneighbours.org.uk/what-we-do/">https://yorkneighbours.org.uk/what-we-do/</a>
York Wheels	<a href="https://www.yorkwheels.org.uk/">https://www.yorkwheels.org.uk/</a>

<b>Phone Number</b>	<b>What they do</b>
01904 555111	Full carer assessments and support services
01609 780780	Emergency contact for social care and support – Out of Office Hours only
01904 634061	Information and Advice for people over 50 years of age
01904 726191	Hospital services to support discharge
01904 715490	Have a contact in case of emergency if you are a carer
01904 866070 or 726191	Short term support for pets when their owners have ill-health or emergencies
01904 715490	Free activities and support to carers living in York
01904 891627	Help with practical one-off jobs, A regular phone call, Individual and group outings
01904 630080	Charity providing affordable community transport for older people

## **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:

Rapid Assessment Team, Emergency Department,  
The York Hospital, Wigginton Road, York, YO31 8HE or  
telephone 01904 726656.

## **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](mailto: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 formie, 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](mailto:access@york.nhs.uk)

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