

## How long will this be for?

You may be under the care of a Community Care Team for just a short amount of time, or it may be a long-term arrangement. This will depend on your shared care plan.



When the Community Care Team are satisfied, they will discharge you back to the care of your GP. However, it may be that some of the services involved in your care package continue to support you, alongside your GP.

### Where can I get more information?

If you have any further questions about the Community Care Team please contact:

#### CCT Administration

T: S: 0151 295 9700  
C: 0151 296 7048  
N: 0151 295 8523

## Our Patients Matter

If you have any comments or concerns about your care, please speak to a member of staff or contact our Patient Advice and Liaison Service (PALS) on:

t: 0300 7900 224.

To contact our Customer Service Team

t: 0151 295 3086/3087

e: [csd@merseycare.nhs.uk](mailto:csd@merseycare.nhs.uk)

To request the leaflet in an alternative format or language, please contact the Equality & Diversity Team.

t: 0151 472 7458

e: [equality2@merseycare.nhs.uk](mailto:equality2@merseycare.nhs.uk)

Liverpool Innovation Park

2<sup>nd</sup> Floor,

Digital Way

Liverpool L7 9NJ

t: 0151 295 3000 f: 0151 295 3228

[www.merseycare.nhs.uk](http://www.merseycare.nhs.uk)

## Community Care Team (CCT)



## Proactive Care

## Your Community Care Team

A Community Care Team (CCT) is the experienced team of health and social care professionals who work alongside your GP.



The team includes:

- District Nurses
- Community Matrons
- Social Workers
- Mental Health Professionals
- Community Therapists
- Medicines Management Professionals

They work closely with many other local authority and voluntary sector agencies. Throughout your episode of proactive care, you will still be able to see your GP and attend any appointments you may already have and receive any other scheduled care, as normal.

## Referred for Proactive Care?

GPs work closely with Community Care Teams and your GP may feel you would benefit from a chat with someone from the team. This may be because of a recent illness, a stay in hospital or an ongoing health condition.



Whatever the reason, the Community Care Team will work closely with you and your GP. They will help you to manage your condition to keep you as well as possible. The team will do this with you and keep your GP informed.

## The Benefits of Proactive Care

- To improve the quality of care we offer.
- To make our service easier to understand and use.
- To stop unnecessary duplication, by having one assessment process.

## What happens next?

- Help you manage your long-term conditions more effectively.
- Help reduce unnecessary hospital visits, which will help us make best use of acute hospital services.
- Wrap care around you wherever you are, so you experience a single service.
- Offer better quality care that helps you to stay independent for as long as possible.

**Step 1:** Your GP will ring you to ask for your consent to be seen by the Community Care Team. The different members of the team will need to see your details but they can only do this with your permission.

**Step 2:** If you say yes, a home visit from a Community Care Team member will be arranged to see how you are, ask a few questions and talk you through what will happen next.

**Step 3:** This will be reported back to the team who will then work together to develop a plan for your care and agree on any other services that may need to be involved, if this is required.

**Step 4:** If you get referred on to another service all you have to do is wait for them get in touch with you.