

## II HEALTH SERVICES

### CARD TEAM (Care, Advice, and Resource for the Disabled)

The CARD team promotes independence in the community for people with a neurological disability and offers advice, assessment, and programmes of care. Services include help with communication and swallowing problems, mobility, continence and daily living activities. Advice on keeping healthy and preventing problems arising from disability and counselling around life changes and relationships are also available. Access to respite care within available resources, liaison with and referral to other agencies. Support group for CARD team clients, and their carers, called DISABLINK meets once a month at Durrington Community Centre, Worthing. *Area covered: Adur, Arun and Worthing only.*

### CHIROPODY/PODIATRY

Contact your own GP practice to see if you are eligible for NHS chiropody treatment, but there may be a waiting list for non urgent treatment. ICIS (0800 859929) have details of chiropodists who will carry out home visits.



### CLINICAL PSYCHOLOGY SERVICE

Part of Sussex Partnership NHS Trust, provides general psychological and counselling services for working age adults, older people, young people with early onset psychosis and people with learning difficulties. Also provides specialist psychologists for neuropsychology, health and pain. Referral is by your GP, other health service staff or West Sussex County Council (Social Care).

### COMMUNITY REHABILITATION AND SUPPORT SERVICE

The Community Rehabilitation and Support Service is a community rehabilitation team consisting of Team Leader/ Occupational Therapist, physiotherapist and rehabilitation assistants, a small amount of speech and language therapy is also provided. It is a service that provides longer term rehabilitative support for people with complex physical needs in order to help them maintain or reach full functional capacity. The scheme is currently open to anyone registered with a GP in the West Sussex PCT area.

### COMMUNITY NEUROLOGICAL TEAM (CNT)

The Community Neurological Team offers advice, assessment, support, information and planned rehabilitation for people with a neurological condition, including stroke. Services include help with communication and swallowing problems, mobility, continence and daily living activities, memory and behaviour changes. Advice on keeping healthy, preventing problems arising from disability and counseling around life changes and relationships is also available. Access to respite care within available resources, liaison with and referral to other agencies. Anyone can refer in to the team. *Adur, Arun and Worthing only.* Also based with the team, covering Adur, Arun, Worthing and Chanctonbury is the **Stroke Association Family & Carer Support Service**, providing information, advice and emotional support to people after stroke and their families.

### CONTINENCE

- **Adur, Arun and Worthing** - If you need advice about continence contact your G.P, Health Visitor or District Nurse.
- **Chanctonbury** - If you need advice about continence contact your GP or District Nurse.

- The **Dandelion Walk-in Clinic** is held on the 2nd Monday of every month between 1.30pm and 4pm at for continence advice and treatment at the Lyndhurst Clinic, Unit L, Downlands Business Park, Lyons Way, Worthing.

Website: [www.continence-foundation.org.uk](http://www.continence-foundation.org.uk)

## **DENTISTS**

If you are registered with a dentist providing NHS treatment, you may be entitled to free treatment, because of your age or income. For more information obtain the Department of Health HC11 leaflet 'Help with health costs'. If you need a dentist to make a home visit, a list can be obtained from:

- NHS Direct on 0845 4647. Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- ICIS on 0800 529929.
- Dental enquiry line for dentists accepting NHS patients 01273 406546.

## **DISTRICT NURSING SERVICE**

The district nursing service comprises of teams of trained nurses and health care assistants led by a trained nurse with a specialist community nursing qualification. These teams are attached to a GP surgery and work closely with all other staff who are employed within the practice. The district nursing service provides skilled nursing care which includes complex assessments of health needs, wound assessment and care, acute and chronic disease management, palliative and terminal care and administration of treatments using specialised nursing equipment and medication. Care is carried out in the patient's home. You can contact a District Nurse at your health centre or clinic, or through your GP.

## **EXPERT CARER PROGRAMME**

An Expert Carer Programme is being developed – please contact CSS, Worthing & District for an update.

## **EXPERT PATIENT PROGRAMME - LIVING WELL**

The Expert Patient Programme "Living Well" courses are self-management courses for people who live with a chronic illness such as heart disease, asthma, back pain, arthritis and diabetes for example. The courses are free and are run by volunteer lay people who themselves live with chronic illness. The courses are organised by the PCT and run for two and a half hours once a week for 6 consecutive weeks.

## **HOSPITAL PALLIATIVE CARE TEAM**

Provides care and support for people with terminal illness and their families. Two full time nurses work Monday to Friday caring for all patients with palliative care needs and their family, from diagnosis to the dying patient. They network closely with the Community Palliative Care Nurse Specialist and the Community Primary Care Teams, and especially with St Barnabas House, Columbia Drive, Worthing.

## **HOSPITAL SOCIAL WORKERS**

There are agreed procedures between Hospitals and West Sussex County Council (Social Care) to ensure that anyone who may require support services or equipment on leaving hospital is entitled to have their needs assessed and an appropriate care package arranged prior to discharge. Carers should be involved in this process. Social workers based at hospitals can offer assistance with non-medical problems or queries, and can advise the patient and carer on how to obtain more help in the home. If you are unsure about any aspect of how you will cope when the person being cared for comes home, do ask to see the hospital social worker.

## **INTERMEDIATE CARE TEAM FAST RESPONSE**

The Intermediate Care Team is a multi-disciplinary team of Nurses, Occupational Therapists, Physiotherapists, Community Psychiatric Nurse, Social Workers, Nursing Assistants, Rehab Assistants, Admin staff and Home Care staff. The aim of the team is to prevent unnecessary admission into acute hospital beds, to support earlier discharges from hospital and to avoid or delay the need for long-term care through assisting patients with daily activities, after a thorough assessment. Referral to the service is through hospital professionals, Consultants, GPs, Social and Caring Services, District Nurses and Therapy staff. Fast Response is now accessed through the Intermediate Care Team. If the patient is known to the District Nurses, a joint assessment will be arranged with the District Nurse and a member of the Intermediate Care Team as soon as possible. If the referral is received in the evening, the Evening District Nursing Service can instigate Fast Response to hold the situation until the following morning, using the access criteria. The service continues for up to 2 weeks for the Facilitated Discharge Scheme or up to 4 weeks for the Community Rehabilitation Scheme.

## **MACMILLAN NURSE**

The Support Nurse has specialist expertise in symptom control and emotional support and can offer advice, information, guidance and support to people with cancer and other progressive illnesses, their family and professionals.

## **MARIE CURIE NURSING SERVICE**

The service (subject to availability) is primarily for cancer patients over 18 years old and their families, but can also be accessed by patients with other life limiting conditions needing end of life care. Patients need to be registered with a local GP and resident in the Adur, Arun and Worthing area. The service is provided free in the patient's home. Care is given by Registered Nurses and Health Care Assistants, who offer support, advice and physical care. Access is via District Nurses, and Palliative Care Clinical Nurse Specialists based at St Barnabas House and Worthing Hospital. *Area covered: Adur, Arun and Worthing .*

## **NHS DIRECT**

**0845 4647**

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

NHS Direct is a 24 hour nurse led helpline providing confidential healthcare advice and information and is particularly aimed at enquirers who are unsure whether to go to their GP or the accident and emergency service.

## **OCCUPATIONAL THERAPY SERVICE (OT CONNECT)**

Offers assessment, rehabilitation and treatment of people with physical, mental and social needs to promote their independence. Referral to the service is through GPs and Consultants.

## **OPTICIANS/OPTOMETRISTS**

You may be entitled to a free NHS sight test because of your age or income. For more information obtain the Department of Health HC11 leaflet 'Help with health costs'. If you need an optician to make a home visit, a list can be obtained from:

- **NHS Direct** on 0845 4647. Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- **ICIS** on 0800 529929.

## **PALS (Patient Advice Liaison Service)**

PALS Managers have been appointed by each NHS Trust and aim to:

- advise and support patients, their families and carers

- provide information on NHS services
- listen to their concerns, suggestions or queries
- help sort out problems quickly on their behalf.

The service acts independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate immediate or prompt solutions. Contact:

- **West Sussex Primary Care Trust** – West Sussex PCT PALS operate from various offices around the county and deal with matters relating to primary care, eg services provided by your GP.
  - **Arun** 01243 534035 or text messages to 07803 029060
  - **Chanctonbury** 01293 600399 or text messages to 07733 431875
  - **Adur and Worthing** 01903 505456 or text messages to 07881 810776
- **Sussex Partnership NHS Trust** – phone 01243 815503. PALS Co-ordinator, deals with matters relating to services provided by the Sussex Partnership NHS Trust such as mental health, learning disability and substance misuse services.
- **Worthing and Southlands Hospitals NHS Trust** – phone 01903 285032. They deal with services provided by Worthing and Southlands Hospitals.

### **PULBOROUGH AND DISTRICT COMMUNITY CARE ASSOCIATION - Toe Nail Cutting Service**

For those with healthy feet who cannot cut their own toe nails, but who have no health problems such as diabetes or circulatory ailments. Also provide social activities and community services for the residents of Pulborough, including lunch club, social club, transport, volunteer visiting scheme and meals-on-wheels. Wheelchair access and parking facilities. *Area covered: Chanctonbury only.*

### **SPEECH AND LANGUAGE SERVICE**

This is a comprehensive service for children and adults who may be experiencing communication and/or swallowing problems. Therapists work in a wide range of locations and offer diagnosis, assessment, treatment and advice. Referrals can be made via your GP practice or you can contact the service direct.

### **ST BARNABAS HOUSE**

[www.stbh.org.uk](http://www.stbh.org.uk)

Hospice care service for patients with Motor Neurone Disease or cancer which it is not possible to cure. Referral is via GP, or Hospital Consultant.

### **STROKE ASSOCIATION FAMILY & CARER SUPPORT SERVICE**

The service provides information, advice and emotional support to people after stroke and their families.

### **SUSSEX PARTNERSHIP NHS TRUST**

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

Sussex Partnership NHS Trust provides mental health, specialist learning disability and substance misuse services for Brighton & Hove, East Sussex and West Sussex, and is based at Swandean, Arundel Road, Worthing.

### **SUSSEX REHABILITATION CENTRE**

Outpatient facility providing artificial limbs and support services to people living in Sussex, counselling service for Centre's patients; artificial eye clinic; information service for outpatients; environmental control assessment.

## **WEST SUSSEX PRIMARYCARE TRUST (PCT)**

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

The PCT is responsible for the whole of West Sussex covering an area of 782 square miles and has its headquarters at The Causeway, Goring by Sea, Worthing BN12 6BT with clinical staff and support teams working locally. West Sussex PCT aims to keep people healthier at home for longer, to promote healthier lifestyles, to listen more to patients and their relatives and offer them more choice.

## **WHEELCHAIR SERVICE**

Provides and maintains manual and powered wheelchairs issued on loan, on prescription only, to people with long term mobility problems from Worthing, Shoreham, Littlehampton and Chanctonbury areas. Initial referral is via GP, OT, physiotherapist, consultant or senior house doctor.



## **WORTHING & SOUTHLANDS HOSPITALS NHS TRUST**

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

Worthing and Southlands Hospitals provide a complete range of acute hospital services to people living in Adur, East Arun, Worthing and Chanctonbury and specialist services in a wider catchment area running from Chichester in the west to Brighton in the east.