

## English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

## Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

## Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

## Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

## Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

## Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。

# Adult Community Services

## Patient information leaflet

*“Always striving to improve the patient experience”*

*The prevention of infection is a major priority in all healthcare and everyone has a part to play.*

- *Wash your hands with soap and warm water and dry thoroughly. Use hand gel, if provided, in care facilities.*
- *If you have symptoms of diarrhoea and vomiting stay at home and do not visit relatives that are vulnerable in hospital or in residential care. You will spread the illness.*
- *Keep the environment clean and safe. Let's work together to keep it that way. Prevention is better than cure.*

## Introduction

Adult Community Services in Wolverhampton aim to provide high quality, effective care in the community by working with patients, carers and other professionals.

The principle aims of the service are to promote independence with individuals in order that where appropriate they manage their own care.



## Health records and sharing of information

The information you provide will be recorded electronically on a computer system. Access to your records is strictly controlled and logged within the NHS.

We may need to share some of your information with other organisations outside of the NHS in cases whereby you require care from these services (i.e. social services). This will only be shared where there is a genuine need for it.

For more information regarding the use of your personal information within the NHS, please speak to a member of staff and request the information leaflet 'Health Records', use of your personal records in the NHS.

## Services

For up to date information about the service, please visit:

<http://win.wolverhampton.gov.uk/kb5/wolverhampton/directory/home.page>

## Contact numbers

Please note: Adult Community teams are unable to give specific times for visiting patients unless it is for a clinical specific treatment. Visits are scheduled and prioritised according to clinical need.

Please consider the needs of the staff & provide them with a smoke free environment, your co-operation with this request will be much appreciated.

Your service / team is: \_\_\_\_\_

Contact number: \_\_\_\_\_

Out of hours contact number: \_\_\_\_\_

Service operating time: \_\_\_\_\_

Named contact person: \_\_\_\_\_

Please note that all messages are promptly forwarded to your team and responded to in a priority order. Your patience is requested.

### PALS

Compliments and Complaints  
Patient Information Centre  
New Cross Hospital  
Wolverhampton  
WV10 0QP  
Tel. 01902 695362

As a trust we aim to continually improve our service and invite feedback to help us with this. Therefore we would like you to tell us how we can improve the care / services we deliver to you.

## What to expect from us

Adult Community Services offer a wide variety of knowledge and skills to deliver the care in a variety of healthcare settings. This includes community clinics, residential homes and the patient's own home for those who are housebound.

There are a range of services available 24 hours a day, 7 days a week, including bank holidays.

Your Team will:

- Ensure that care is provided in the most appropriate setting (e.g community clinics or patients own home).
- Regularly assess the setting in which your care is provided and transfer your care when your condition improves e.g. from home to community clinic.
- Carry identification which will be visible during consultations.
- Provide you with a contact for your team.
- Deliver care with dignity, privacy and respect.
- Assess your health needs. These will be noted in your patient records which you will keep until your care is complete.
- Negotiate and agree a patient focused personalised management plan taking into account your individual needs.
- Agree the length of care time to manage your condition
- Undertake any relevant clinical observations for example blood pressure.
- Review and revise where appropriate your individualised management plan and reassess the setting in which your care is provided.
- Please ask your healthcare professional if there are any queries regarding your care or treatment plan.
- Ensure that your family and carers are involved in your care, with your consent.

- Promote infection prevention; please do not hesitate to ask staff if they have washed their hands.
- Promote and support your independence where possible through education where appropriate.
- Provide care that is evidence based.
- Discharge you from the caseload once your care is complete.
- Refer your care to the most appropriate service if you have ongoing needs.
- If you are attending a health centre / clinic and wish to speak to a healthcare professional in private or wish to have a chaperone please ask at the reception desk.
- Your healthcare professional will liaise / discuss and update your GP / hospital consultant or specialist service if required.
- Where applicable you will be given a future appointment however they may not always be given on leaving the clinic.



## How you can help us to help you

- Please collect / order any prescriptions from your GP practice / chemist to avoid any delays in treatment.
- Please inform us if you are being visited at home but you are now able to attend a clinic or your GP.
- Please inform us if you are unable to attend planned appointments or will not be at home / admitted to hospital.
- Please work with us to improve your condition.
- Please ensure that any equipment or supplies required by the healthcare professional are stored safely.
- Please contact your team to ensure that all loaned equipment is returned.
- Please keep pets under control during home visits.
- On occasion the Community staff may have a student with them on their visits. If you would prefer not to be visited by a student please let your Community staff know. Your care will not be affected by your decision.
- Urgent calls will be dealt with in order of priority and a specific time frame cannot always be guaranteed.