

# Ageing Well Team

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## Patient Information Booklet



The Ageing Well team is made up of highly experienced senior nurses who will support people with multiple long-term health conditions or patients with declining, moderate or severe frailty.

## Why do I need the Ageing Well team?

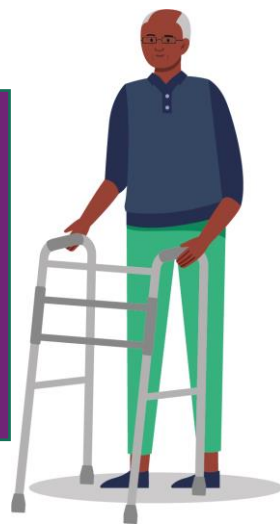
- You may have had a number of admissions to hospital that with some support could be prevented in the future.
- You are becoming increasingly frail and need additional support to recognise your symptoms and stay safe at home.

## What will happen when they visit?

A member of the team will call you to arrange a home visit and they will carry out a full health needs assessment. This information will be used to create your own emergency care plan, this will help you understand and monitor your own condition and know what support is available, should it be needed. If you need to go to hospital, the information on the plan can be shared with emergency services to help plan your treatment and care.

### An emergency care plan includes things like:

- How to help you spot the signs of changes in your health and what to do about it
- Telephone numbers of who to contact and when
- Details about your medications



## What else will the team do?

- Provide information and advice on your specific health needs
- Arrange tests and investigations
- Review your medications
- Help you self-manage your condition, plan for your future and support you to stay at home for as long as possible
- Refer you to other agencies for support such as the Social Prescribing team.
- Arrange for visits from other healthcare professionals such as physiotherapists or occupational therapists
- If you need to go into hospital, liaise with the hospital team to ensure you can return home swiftly and safely
- Work closely with your GP and other professionals involved in your care
- Support you if you are becoming increasingly frail

## How often will I see someone and when will my care end?

The frequency of visits will depend on your particular needs. The team will keep you informed about visits and when they no longer need to see you, you will be given information about who to call if you need additional support.





Health & Wellbeing

## **Complaints, compliments, comments and concerns.**

Locala aims to provide a friendly and professional service. Please speak to any member of our team if you have a comment, question, or complaint. Alternatively, contact our Customer Liaison Team using the details below. We use all feedback to ensure that we are getting things right and to help us improve.

### **Locala Health & Wellbeing**

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**Customer Liaison: 030 3003 4529 or [enquiry@locala.org.uk](mailto:enquiry@locala.org.uk)**

**You can also share your feedback by completing a short online survey.**

Visit: <https://www.locala.org.uk/about-us/how-we-are-doing/tell-us-about-your-care> or use the QR code below:

**If you require this information in an alternative format, please speak to a member of the team.**

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