

Locala Integrated Transfer of Care (ITOC) Frailty and Accident & Emergency

Information Booklet



Where will I be seen?

A member of the ITOC team will see you in the hospital and then arrange to see you at home if needed.

A member of the ITOC Team will visit you whilst you are in hospital. They will carry out an assessment to understand what support is required. If needed follow-up visits will take place at home.

Why have I been referred?

The medical team in the hospital have identified that you may need to be seen at home for further assessments. This is to reduce any risks to your health and wellbeing and make sure you are fully supported to live well and independently at home.

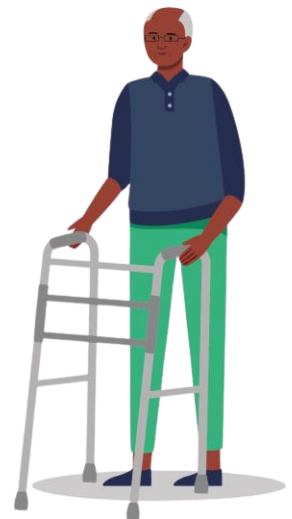
Who might see me?

The ITOC team includes:

- Community Nurses
- Physiotherapists
- Occupation Therapist
- Assistant Practitioners

What is expected of me?

We will ask you questions about your mobility, how you manage your medication, personal care, washing, and dressing. We will discuss any continence problems and your mental health, including your memory. We can provide temporary equipment to make you more independent at home. We will offer advice on falls and trip hazards and assess your home to reduce the risk of falls. With your consent, we can refer you to other agencies for further equipment and support.



Can I expect to any follow-up visits from the team?

Any follow-up visits will be arranged with you if they are needed. The Locala ITOC Frailty Team is time limited service, referrals will only be accepted via from hospitals. If ongoing services are needed, please find the contact details below:

Locala ITOC	0303 330 8999
Gateway to Care	01484 414933
Silver Line Telephone Contact	0800 470 8090
Community Health and Social Care Hub	0300 304 5555



How do I contact the team?



The Team are community based and can be contacted between 9.00am & 5.00pm, 7 days a week on 0303 330 8999 option 2.

If you feel unwell or require a service out of hours, please call 111 or 999 in a medical emergency.

Complaints, compliments, comments and concerns.

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
Freepost plus RSTJ-EYJA-UCTB

030 3003 4529 or enquiry@locala.org.uk

You can contact Adult Social Care services here:

<https://www.kirklees.gov.uk/beta/social-care/contact-adult-social-care-services.aspx>

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

<https://www.smartsurvey.co.uk/s/CC2H123/>
or scan the QR code.



Locala Community Partnerships CIC is committed to keeping your personal information safe and using it in a way that respects your rights and promotes your well-being. Full details are available on our website: www.locala.org.uk



Locala Health and Wellbeing



@LocalaCIC