

### What happens next?

To make this possible, we will ask you to agree to have an Integrated Care Record. This will allow all the team to see your information.

The team will support you for about 12 weeks to put your support plan into action and put you in touch with other services that may be able to support you after that. To make this possible, we will ask you to agree to have an Integrated Care Record. This will allow all the team to see your information.

The team will support you for about 12 weeks to put your support plan into action and put you in touch with other services that may be able to support you after that.

### What is an Integrated Care Record?

An Integrated Care Record has details about you and the support you need. It will include your support plan and be kept on a secure computer system. Members of the team will be able to see it.

### However:

- The only people who can see it are your team.
- We need your consent for us to hold and use your details.
- You can withdraw your consent at any time.

It helps to share your details with members of the team and to keep them in one place. It helps the team to make decisions and take any action agreed with you. This includes what you would like to happen in a crisis.

### Got a question?

If you have any questions, you can ask your keyworker. They will be happy to help.

Your keyworker contact number is

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### Got a comment?

Your feedback, good or bad, is vital to improve our services for all people and their carers. If you wish to give us some feedback, please contact:

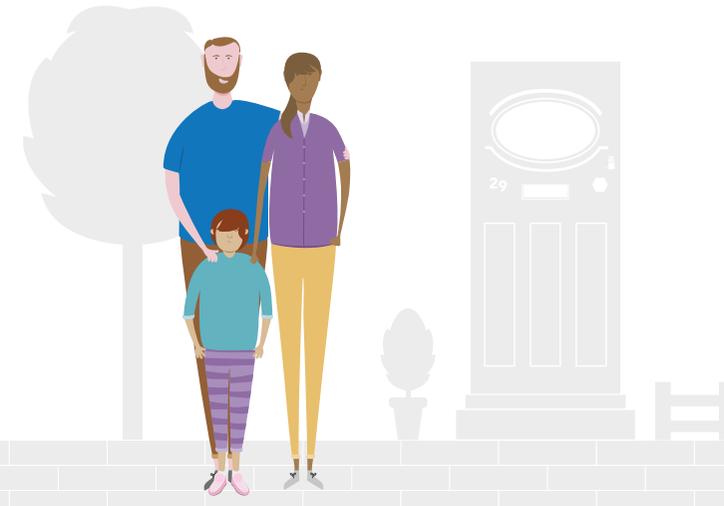
**NHS Patient Advice and Liaison Service (PALS):**  
PALS@pat.nhs.uk  
Tel: 0161 604 5897

or

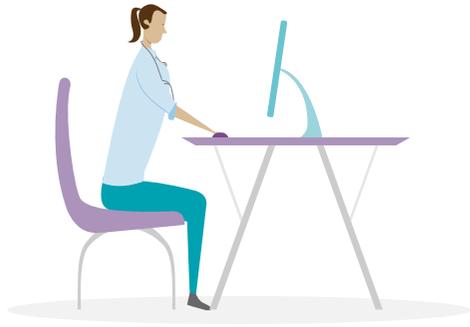
**Manchester City Council:**  
dfafeedback@manchester.gov.uk  
Tel: 0161 234 3012

This service is delivered in partnership with Pennine Acute Hospitals NHS Trust, Manchester City Council and North Manchester Primary Care.

# One Team



# Integrated Care in North Manchester



## What is Integrated Care?

Integrated Care is when a team of people work with you to give you the support you need. It helps you get the right care, in the right place, at the right time.

## What is an Integrated Neighbourhood Team?

Community Health and Adult Social Care workers make up the Integrated Neighbourhood Team. The teams include a GP, a Practice Nurse, an Active Case Manager, a District Nurse, a Social Care Worker, a Health and Wellbeing Adviser (buzz) and a Mental Health Worker.

They work together to help people who are at risk of going into hospital. They will support you to manage your health. This will help you to stay at home.

The team is based in your neighbourhood.

## Why have I been chosen?

One of the workers in the team thinks that you could find the support from the team helpful.

## What does it mean for me?

### Your team will support you:

- More joined-up services will provide the support you need at the time you need it.
- One core assessment will mean you don't have to repeat your story.
- A single support plan will deal with all your care needs. It will include what you want to happen when you are not well.
- There will be support to help you stay healthier for longer.
- Learning about your condition will help you to manage your health. This will help you live more independently.
- Your carers will get more advice and support.
- Support in the community will help keep you out of hospital.

You will have a single point of contact for yourself and your family. This is your keyworker.

## What is a keyworker?

The keyworker is a member of the team that plans your care with you. They will sort out the support you need. They will make sure that all other team members know what they need to do and when.

## They are your main contact with the team.

They will meet with you to talk to you about your support plan.

## What is your support plan?

Your keyworker will help you to work out your support plan. This is your plan for what you want to do to manage your health. They will ask what is important to you. They will help you decide your priorities.

They will then make sure that the team work together to help you achieve your goals.

## You might want to:

- Learn how to manage a long-term condition
- Know what to do in an emergency
- Make sure your carers get the support they need
- Get out and about more
- Become more involved in your local community.

Your support plan is an agreement between you and your team. It will include things you need to do as well as things the team will do. You will have a copy of your support plan. You can discuss it regularly with your keyworker.

