



PRO-ACTIVE CARE

I also work closely with a team of professionals called Proactive Care this services has been set up to work directly with you, involving NHS and social care professionals including nurses, physiotherapists, social workers and occupational therapists.

Proactive Care is the new way of supporting people who have a long-term health condition or complex health and social care needs, and are at risk of their condition worsening.

When you're unwell it's important that you get the right help and support so you can continue to live independently for as long as possible. Especially if it means you are looked after in a place surrounded by the things you know and care for.

Your local health and social care services are working together to help make this happen. We are calling this new way of working Proactive Care.

The benefits for you

Through this new way of working with you we want to improve the quality of your care, whether that is physical or mental health or social care, and support you to manage your long-term needs so you can live as well and as independently as possible.

**For more information about any of these services
please contact Sharon at the Surgery**



on 01444 405750



CARE CO-ORDINATOR



SHARON

I am **your** care coordinator located at **Ouse Valley Practice** and I am here to help **you**. My aim is to ensure you feel supported and have access to the services that are right for you.

Who can I help?

If you are living with a medical condition and require some additional support – whatever it is – I am here to help.

Finding the right support can be a difficult and daunting task. I can help you find the right path to follow by providing information on local services.

Equally, if you are a carer for somebody else, we are available to help both you and the person you care for.

What is a Care Co-ordinator and how can I help you?

I am an information support and guidance service, my aim is to support Patients, Carers and Families to avoid unplanned hospital admissions. I do this by liaising with colleagues and other health and social care professionals to help to support and coordinate the care of patients within the GP practice

To give you an idea of how I can help, here are some of the things I have done recently:

- Information on finding care providers
- Telephoning patients after discharge from hospital to ensure patients have everything they need
- Referring carers to specialist support to help them look after their loved ones
- Befriending and Bereavement Services
- Funding support including Social Services
- Sensory services (For hearing and sight)
- Contingency planning
- Patient Transport Services
- Dementia and Alzheimer's support
- Support for Carers
- Managing energy bills
- Shopping
- Activity centres

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wellbeing*



- Weight management
- Local foot care services
- Meals on wheels
- Safety in the home including security and fire safety
- Getting involved with your community
- General advice and information
- Telephoning patients after discharge from hospital to ensure patients have everything they need
- Arranging for volunteers to visit patients at home, take them shopping or just a cup of tea and a chat
- Referring carers to specialist support to help them look after their loved ones
- Referrals for mobility aids and home adaptations.



The Cinnamon Trust
The National Charity for the elderly and their pets

I can also provide you with information about other local services you may find useful.

