

Community Matron Service

Information for Patients and Carers

What is a Community Matron?

A Community Matron is a highly experienced healthcare professional who can work closely with yourself, your carers and your Doctor to plan and organise your care.

As well as providing your nursing care, they will act as your 'Case Manager' - the single point of contact for care, support and advice during a period of care need.

If you have two or more long term conditions, you will know how complicated it can be finding the right person to help you when you need care, support or advice. The Matron will work with you to identify self-management plans and plan for your future care.

You will be provided with education, advice and support in how to self-manage your conditions to prevent unplanned hospital admission. However, if you are admitted to hospital, Matron's can assist in coordinating support for you at home to allow you to leave hospital sooner.

Do I need a Community Matron?

Examples of situations where you may be referred to a Community Matron:

- You could become frail, have complex, long-term health problems and need support from several services to stay at home.
- You may be at high risk of unplanned hospital admission.
- You may recently have been discharged from hospital and need support to stay safe at home.
- You could have multiple long-term conditions which put you at risk of becoming unstable or unwell.
- Sometimes people with a life-limiting illness may need complex support at home and benefit from Matron support.

What will the Community Matron do for you?

- Assess your needs to help you live at home.
- Co-ordinate the care you receive from other Health and Social Professionals.
- Educate you and your carer about your illness.
- Help you and your carer identify when you need extra services at home such as Urgent Care.
- Refer you for extra support from Social and Health Professionals.
- Develop a personalised care plan with you, your relatives and carers and health and social professionals.

During our visit we will plan your care with you and arrange how often we will need to visit you. Community Matron will be available as a point of contact, either over the phone or face to face for advice and support on health issues.

You may be discharged by the matron once nursing care needs are met and you are deemed as no longer requiring a matron for support.

Our aim is to help you and your family/carers manage your illness at home. At times you may need to be admitted to hospital for extra support.

What we expect from you

NHS staff will treat everyone fairly and consistently with dignity and respect. In return staff expect that you will treat them in the same way, which will ensure we are all free from undue stress and anxiety.

We have a zero tolerance policy and any incidents of violence and/or aggression will be dealt with in line with Trust Policy.

Ask questions about your care and treatment. Tell us if you do not understand and need support.

Help us to improve our services for everyone by giving us feedback on your experience.

Who can refer to Community Matron Services?

We receive referrals from:

- GPs & Practice Nurses
- Urgent Care Response Team
- Rapid Response Team and Reablement
- Consultants
- Accident & Emergency and the Hospital
- Specialist Nursing Teams
- Community Nursing Teams
- Social Services

If you are a regular user of these services you may wish to talk to them about a referral.

My matron's Name: _____

Telephone number: _____

**N.B. Matron services are Monday to Friday and not all matrons work full time.
Urgent problems should be discussed with your GP or NHS111 outside of office hours**

Referrals made via contact Gateway to Care:

Monday to Friday 9am – 5pm

Telephone: 01422 393000

Email: gatewaytocare@calderdale.gov.uk

If you have any comments about this leaflet or the service you have received you can contact :

Community Administrative Team
Beechwood Health Centre
60B Keighley Road
Halifax
HX2 8AL

Telephone: (01422) 652291

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਬ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਚੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ طرزبان میں درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم
المذكور أعلاه"