

## Avoiding hospital

Our staff will do all they can to allow you to stay at home and keep you out of hospital, as long as it is safe to do so.

We will work with you to agree a care plan and make sure you get the best health outcome. We want you to get better and become independent, just as much as you do.

## Being referred to the team

You may be referred to the team by your GP or other health professional. But if you have any concerns, you can call us.

 **020 8295 3634**

Opening hours: Monday to Friday  
9am to 5pm

## We're here to help

We are working hard to make your life easier and give you care closer to where you live.

## The integrated community team is based at:

The Willows Clinic  
Red Hill  
Chislehurst  
Kent BR7 6DA

Tel: 020 8295 3634

## Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further please contact us at the address below.

Bromley Healthcare CIC  
Global House  
Station Approach  
Hayes  
Kent BR2 7EH

[contact@bromleyhealthcare-cic.nhs.uk](mailto:contact@bromleyhealthcare-cic.nhs.uk)  
[www.bromleyhealthcare.org.uk](http://www.bromleyhealthcare.org.uk)

Bromley Healthcare Community Interest Company Ltd  
Company no: 06815987 Registered in England  
Registered office: Global House, Station Approach, Hayes, Kent BR2 7EH

**Bromley  
Healthcare**  
better together

# Right care, right place, right time

Making  
sure you  
have  
easier  
access  
to our  
services



Working with



**We want to ensure that you, our patient, gets the right care, in the right place and at the right time.**

**Our team works closely with you and your GP practice to plan the care you need.**

**Our aim is to support you in your own home, so you can get better quicker with the support of the professionals in our team.**

**We will set clear goals with you to ensure you get the best health outcome.**

## **Making life easier for you**

We are working hard to make it easier for you to get 'back on your feet' and maintain your independence.

Wherever possible we will treat you at home in the community, and avoid unnecessary admissions to hospital.

There may be times when you need to see a number of different members of the team with different expertise to find out what advice, support and treatment you might need.

## **One assessment**

Rather than have lots of different assessments, the staff in our team will do one assessment and agree with you your care plan, giving you the help and support you need.

We will make sure the people with the relevant expertise will come and see you and treat you in line with your plan.

## **The team**

The team is made up of experienced staff with different specialist skills:

- Community Matrons
- District Nurses
- Occupational Therapists
- Physiotherapists
- Health Care Assistants
- Your GP practice

Working closely together in this way, means any referrals to other health professionals will be quicker and easier and means we can respond to your needs now and in the future.

If you need to go into hospital the team works with the hospital discharge team to get you safely home as soon as possible.

## **What might we do for you**

There are a number of ways we can help to support your independence. We could:

- Take bloods for testing
- Attend to your dressings
- Agree your future treatment with you
- Help you to be more confident in self care for your long term condition
- Help you know what to do if your health deteriorates