

## How do I contact the Crisis Care Service?

The Crisis Care Team can be contacted on:-

**01506 418784**

### What happens next?

In some cases support may be no longer required and you will be provided with advice and information to maintain your health and well-being.

If however this is not the case we will discuss with you the level of care and support that needs to continue and make the necessary arrangements for you.

### What we expect from you

- For our staff to be treated at all times with courtesy and respect
- For reasonable steps to be taken to minimise any risks staff may encounter whilst within your home
- Provide us with feedback on our crisis care service

Information is available in Braille, tape, Large print and community languages. Please contact the Interpretation and Translation Service on

**01506 280000**

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# The **24/7** Crisis Care Service in West Lothian

[westlothianhcp.org.uk](http://westlothianhcp.org.uk)



West Lothian Community  
Health and Care Partnership

## What is the 24/7 Crisis Care Service?

The Crisis Care Service is a new approach that involves working in partnership with community nursing services to provide a 24/7 service for people who are experiencing a health or social care emergency, to deal with the immediate crisis in their own home. The service is structured around community GP localities and aims to provide treatment and arrange short-term support services (up to 5 days) to support people at home.

### The Crisis Care Service will work alongside:

- District Nurses
- Social Workers
- Physiotherapists
- Occupational Therapists
- Care Support Staff.

## Who is the service for?

The service is for adults who live in West Lothian and are experiencing or have recently experienced a health and/or social care crisis which needs an immediate response which, if not dealt with, is likely to result in either a hospital or care home admission.

### The service will be available to people:

- Who live in West Lothian
- And are currently living in their home in the community
- And whose medical needs are stable and can be met in the community by their GP.

## What does the Crisis Care Service provide?

- Response to people who have had a fall
- Provision of emergency short term personal care based on assessed need (up to 5 days)
- Response to telecare alerts.

The team will plan your care with you and arrange how often they need to visit you.

## How are people referred to the service?

### The Crisis Care Service can be accessed through a single point of access by:

- Yourself/carers/relatives
- Your GP
- Other health professionals e.g Scottish Ambulance Service or District Nurse
- Social Care e.g Re-ablement, Adult or Older People's Teams or Housing with Care.

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