

Eden Case Management Team

Support for people with long-term illness



Happier | Healthier | Hopeful

If you have a long-term illness, you will know how complicated it can be finding the right person to help you when you need care, support or advice. The Eden Case Management Team are experienced nurses who will come to see you at home. We work closely with your family and other health and social care professionals such as your GP, physiotherapist or social worker. We can help to make sure your wishes are heard, so you can feel in control when decisions are being made about your health and well-being.

The Team aims to:

- promote and maintain your independence
- improve and maintain your quality of life
- reduce the risk of hospital admissions.
- enable earlier discharge from hospital.

Who is eligible for the Case Management service?

You may be eligible if:

- you have been in hospital recently; or
- you have visited your GP more regularly in the last few months, due to your long-term illness.

How will I be referred?

Your GP or other health or social care professional can refer you to the service.

How can a case manager help me?

A case manager is your single point of contact for care, support or advice. They can help you to:

- plan and co-ordinate ways to meet your health and social care needs
- look after your health as much as you can to stay well
- understand your illness and how medicines work
- recognise when you are running into difficulties with your health and so get help sooner.

If you need to go into hospital for essential medical treatment, your case manager can work with the hospital staff to ensure you return home at the right time.



Contact us

You can call us on **01768 245570**.

If we are not available when you call, please leave a message and we will return your call as soon as possible, though this may not be the same day.

Please remember we are not an emergency service. If you feel ill, you should contact your GP.

If you are admitted to hospital we would really appreciate it if you, your relative or your carer could let us know on the above number.

Confidentiality

‘The Trust’s vision is to keep your information safe in our hands.’

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call:

01228 603890

E:communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



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