

Eden Community Response Team (ECRT)



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What is the role of the team?

We work with adults aged 18 years and over although the majority tend to be elderly. Patients must live within the Eden community and be registered with a local GP practice.

We provide:

- Time limited rehabilitation which aims to help patients recover skills and confidence affected by illness, accident or surgery, based on their personal goals.
- Support for adults on their timely discharge from hospital, to help them regain and maintain as much independence as possible in their own homes.
- Rapid assessment, intervention and/or rehabilitation to help prevent adults from having to go into hospital or a care home unnecessarily.
- Palliative patients and family with timely short term support.

Who are we?

We are a multidisciplinary team made up from the following health professionals:

- Occupational Therapists
- Physiotherapists
- Assistant Practitioners
- Generic Rehabilitation Assistants
- Team Secretary

We also work closely with District Nurses, Speech & Language Therapists, and Social Workers.

Who else is involved?

The service works closely with family/carers/friends and alongside other professionals such as:

- Care managers
- Home care services
- Hospice
- Other community services



How to access the service

- Any Health and Social Care professional e.g. GP, District Nurse or Social Worker can refer patients to the service.
- A family member or care representative.
- Individuals can also self-refer.

What can you expect from us?

- Provision of a patient-centred, quality service in your own home
- A holistic assessment of your needs, plan goals and provide rehabilitation/support to achieve your goals.
- Provide advice and short term support to enable you to remain in your home and reduce the risk of hospital admission.
- With your consent, communicate with all of those involved in your care

Is there a charge?

There is no charge for the service we provide. However, you may still have to pay for any other care services which you receive at the same time such as Home Care or equipment.

Contact us

The service runs from 08.00 to 20.00 every day including weekends and bank holidays. Our office hours are 08.00 to 17.00 Monday to Friday however an answer phone is available after these hours.

Tel: 01768 245577

Fax: 01768 245328

Email: jill.metcalfe@cumbria.nhs.uk

ECRT
Penrith & Eden Community Hospital
Bridge Lane
Penrith
CA11 8HX

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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