Community matrons

Help for people with long-term conditions and complex health care needs
Living at home can seem unsafe if you suddenly become ill, feel your condition is getting worse, or if you don’t know what to do or who to contact. This can sometimes result in admission to hospital.

Living with a long-term condition can be a challenge and finding the right health care professional to help can seem time consuming and complicated.

This may be avoided through the care, support and advice of a community matron who will act as your lead professional, co-ordinating your care with all those involved and helping you to feel more in control of your own care.
Community matrons

Community matrons provide help and support to patients who have more than one long-term condition, such as diabetes, coronary heart disease, arthritis and many other conditions. We also support the families of people with long-term conditions.

The support we can provide is designed to enable you to make the most of your health, feel more able to manage your condition, maintain your independence and avoid unnecessary hospital admissions.

If any of the professionals caring for you thinks you would benefit from the support of a community matron they will ask for your consent to make a referral to the service.
How will I benefit from the Community Matron Service?

Your community matron will work with you to ensure you are aware of the health care choices available to you and that your views are listened to. This way you will be sure that you are fully involved in all the decisions made about your current and future health care needs.

The community matron will:

- Provide information regarding your health and social care choices
- Make a full assessment of your needs taking into account your views
- Help reduce duplication of services by liaising with other agencies if required
- Help to co-ordinate services
- Advise on the long-term management of your conditions in conjunction with your doctors

Link with the hospital services should an admission be required to ensure you can return home as soon as this is clinically appropriate.
How does this care happen?

The community matrons are a part of a wider health and social care team (see below) and can:

- Offer support and assessment through home visits
- Develop plans for your care to help you manage your conditions
- Enhance existing care to enable you to avoid a hospital admission when you can be safely cared for at home
- Provide clear contact details for you to get routine and emergency help.

The wider health and social care team can consist of:
Doctors – GPs and hospital specialists
District Nursing Teams
Social care teams
Medicines management
Therapists.

You do not need to worry about contacting all members of the wider team as they work closely together to make sure you have all your care delivered in a co-ordinated way.
What is the care plan?

If you agree that you could benefit from this service, your Community Matron - with you - will carry out a comprehensive assessment to work out your needs and what goals and outcomes you would like to achieve. This will all be documented in a Care Plan.

Your care plan will identify:

- What is needed
- What goals you are working towards
- What you need to do in an emergency

It will also be a useful document to share communication between all the people involved in your care.

How often will I see the community matron?

Your Community Matron will discuss the frequency of visits with you. You will be given a contact telephone number and also any out of hours support number should you need this between visits.
How do I contact my community matron?

Your community matron is:

You can contact your community matron by telephone on the following number:

Your community matron is available on the following days/times:

If you do not get through straight away you can leave a message but if your call is urgent you are encouraged to call your own doctor or out-of-hours service.
PALS
Patient Advice and Liaison Service
For information about CPFT services or to raise an issue, contact PALS on Freephone 0800 376 0775, or e-mail pals@cpft.nhs.uk

Out-of-hours service for CPFT service users
Contact Lifeline on 0808 808 2121
7pm-11pm
365 days a year

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.

If you require this information in another format such as braille, large print or another language, please let us know.

More information
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