

Community Recovery Service (CRS), Warwickshire – Pathway 1

Integrated Services Contact List

CRS is an integrated service, incorporating several teams, working together across Health & Social Care.
Please use this contact list to direct your enquiry to the relevant team within the service.

Team/Service	Contact Details & Working Hours	Team Summary & When to Contact (examples)
Complaints and concerns	<p>Concerns: Warwickshire County Council: - Concerns relating to care delivery Email: contractmonitoringteam@warwickshire.gov.uk Email is for professional use only, not for sharing with patients Tel: 01926 410410 Telephone is for patient and professional use</p> <p>South Warwickshire Foundation Trust: - Concerns relating to Therapy service Email: pals@swft.nhs.uk Tel: 01926 600054</p> <p>Formal Complaints: Warwickshire County Council: - Concerns relating to care delivery Form: https://www.warwickshire.gov.uk/complaints Tel: 01926 410410</p> <p>South Warwickshire Foundation Trust: - Concerns relating to Therapy service Email: PatientExperience@swft.nhs.uk Tel: 01926 495 321 ext. 8020</p>	<p>All staff must resolve concerns/ incidents locally. Please contact the relevant team as first point of contact using the contact details above. Cases will be escalated as per each team's internal process as required.</p> <p>All incidents and concerns must be reported accordingly: - Care provision = WCC contract monitoring. Formal complaints must be logged via telephone or online. - Hospital discharge = Therapy staff to Datix & Providers to inform Scott Macdonald. - Concerns relating to Social Care - contact CSCSP (e.g. safeguarding). - Therapy staff to Datix incidents as per business as usual. - Reporting to state CRS, specify patient details, name of care provider, summary of case and actions taken to resolve.</p> <p>If you wish to raise something further, please use the contacts on the left as indicated.</p>

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Acute Hospital Teams	<p>GEH: Email: discharge.liaison@geh.nhs.uk Tel: 02476 865028 Working Hours: Monday – Friday (08:00 – 16:30) Saturday – Sunday (08:00 – 16:00)</p> <p>UHCW: Email: integrateddischargeteam@uhcw.nhs.uk Tel: 02476 965596 Working Hours: Monday – Friday (08:00 – 18:00) Saturday – Sunday (08:00 – 16:00) Out of Hours: 02476 964948 (site capacity) or bleep 4074 via UHCW switchboard</p> <p>RUGBY: Email: Dischargeteamstcross@uhcw.nhs.uk Tel: 01788 663554 Out of Hours: 02476 964948 (site capacity) or bleep 4074 via UHCW switchboard</p> <p>SWFT: (Warwick, Leamington & Stratford) Referral from IDT: Email: dischargeplanning@swft.nhs.uk Tel: 01926 495321 x 8048 Working Hours: Monday – Friday (08:00 – 17:00) Out of Hours: 01926 495321 ext. 4030 (site capacity) Referral from Occupational Therapy: Email: acuteoccupationaltherapy@swft.nhs.uk Tel: 01926 495321 ext. 4672 Working Hours: Monday – Friday (08:00 – 16:00)</p>	<p>Discharge issues occurring in the first 24 hours of the patients return home should be directed to the referring hospital discharge team in the first instance.</p> <p>Examples – Equipment, medication or transport issues following discharge home.</p> <p>Referrals from GEH, UHCW and Rugby are completed by the Integrated Discharge Team (IDT).</p> <p>Referrals from SWFT are completed by IDT and/or Occupational Therapy.</p>

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Business Support (Warwickshire Country Council)	<p>CRS Referrals Email: crshealthreferrals@warwickshire.gov.uk - For incoming referrals only – from Hospital teams and HSCT</p> <p>CRS Therapy Updates Email: crstherapy@warwickshire.gov.uk - To be used by Therapy services only</p> <p>Admin Email: adminchdt@warwickshire.gov.uk - Updates from providers, DCRT or CHDT.</p> <p>Tel: 01926 414000</p> <p>Working Hours: Monday – Thursday (08.30 - 17:00) Friday (08.30 - 16.30) Saturday (08.30 - 17:00)</p>	<p>Adult Social Care Admin Team.</p> <p>Single point of access for all referrals.</p> <p>Link between other teams within Adult Social Care and Therapy.</p> <ul style="list-style-type: none"> - Forward information, referrals and requests to relevant teams. <p>Referrers to contact – examples:</p> <ul style="list-style-type: none"> - All referrals sent to Business Support. - To cancel a discharge delayed over 24hrs. - Restarts of POC within 72hrs for hospital readmissions. <p>Providers must contact for any changes to packages of care – examples:</p> <ul style="list-style-type: none"> - Change in hours, number of carers or care calls, delayed start date, patient returns to hospital, patient doesn't return home from hospital within 72 hours and to arrange exits if Therapy are not involved. <p>Therapy to contact – examples:</p> <ul style="list-style-type: none"> - Confirm Therapy screening outcome. - To confirm agreed exit plans where Therapy are key coordinator.

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Domiciliary Care Referral Team (DCRT) (Warwickshire Country Council)	Email: domcarereferralteam@warwickshire.gov.uk Tel: 01926 742515 Working Hours: Monday – Thursday (09:00-17:00) Friday (09:00 - 16:00)	<p>Brokerage – sourcing services for packages of care.</p> <p>Source initial CRS care packages, as well as long-term packages following a Care Act Assessment.</p> <p>Work with providers to identify and resolve potential issues around capacity to enable sourcing of packages of care.</p> <p>Contacted directly by Business Support and CHDT to request packages.</p> <p>Providers to inform the following people of changes in hours:</p> <ul style="list-style-type: none"> - DCRT via domcarereferralteam@warwickshire.gov.uk - Business Support via adminchdt@warwickshire.gov.uk - Leanne Stafford via leannestafford@warwickshire.gov.uk - Scott MacDonald via scottmacdonald@warwickshire.gov.uk
Community Health Discharge Team (CHDT) (Warwickshire Country Council)	CHDTteamleaders@warwickshire.gov.uk Working Hours: Monday – Thursday (09:00 - 17:30) Friday (09:00 - 17:00)	<p>The CHDT are the point of contact for CRS pathway exits where patients require a Care Act Assessment.</p> <p>CHDT become the key coordinator once a referral has been received for a Care Act Assessment.</p> <p>Contacted by:</p> <ul style="list-style-type: none"> - Business Support, forwarding Care Act Assessment requests - Providers and Therapists not to contact CHDT directly <ul style="list-style-type: none"> - Refer via Business Support. - Queries or social care matters via CSCSP (as below)

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Hospital Social Care Team (HSCT) (Warwickshire Country Council)	Referrals: crshealthreferrals@warwickshire.gov.uk Queries: hsctreferrals@warwickshire.gov.uk Tel: 01926 742575 Working Hours: Monday – Saturday (08:30 – 17:00)	Referred to by in-patient Hospital teams for patients requiring HSCT intervention before discharge. Aim to help patients leave hospital as safely as possible when they are ready to be discharged. Examples – Safeguarding and self-neglect concerns. For patients whose hospital discharge was arranged by the HSCT, this team will undertake the Care Act Assessment and exit of the patient from CRS. Contacted directly by: - In-patient hospital teams for referral. - Business support for exits. - Any social work-related concerns, where HSCT are key coordinator.
Adult Social Care Customer Service Centre Supporting People Team (CSCSP) (Warwickshire Country Council)	Tel: 01926 410410 (Primary Contact) Email: adultreferrals@warwickshire.gov.uk Working Hours: Monday - Thursday (09:00 – 17:00) Friday (09:00 - 16:30) Out of Hours: 01926 886922	If your query relates to Care Providers and/or Therapy teams, please contact the relevant teams directly first. The CSCSP team is the single point of access and front door for social care issues and queries. The CSCSP team provide signposting, advice and guidance around social care and support needs; referring to the relevant service where necessary within adult social care and externally. Examples – Safeguarding, self-neglect concerns, mental capacity concerns, lifelines, unable to meet patient's social care needs within the CRS provision - carer breakdown, respite, 24-hour needs.

Team/Service	Contact Details & Working Hours	Team Summary & When to Contact (examples)
Community Therapy Team Excluding SWATT & Stroke patients (South Warwickshire University NHS Foundation Trust)	Email: swg-tr.pop_bracepathway@nhs.net South Tel: 07990 792046 North & Rugby Tel: 07920807502 Working Hours: Monday - Friday (08:30 - 16:30) Out of Hours: If not appropriate to wait until next working day, contact ISPA (see below)	<p>First point of contact for anything relating to Therapy provision. Therapy coordinator will direct Providers to the relevant Therapy service if the patient is under an alternate team – see below.</p> <p>All referrals will be screened to determine whether patients require Therapy input. Business Support are informed of this outcome for all patients. If Therapy needs are not identified, patients will continue to be supported by Care Providers within CRS.</p> <p>Team consists of Physiotherapists, Occupational Therapists, Assistant Practitioners/Therapy Assistants and Admin support. Support patients in increasing their functional independence and work with providers to reduce patients long-term care needs.</p> <p>Providers to contact Therapy – examples:</p> <ul style="list-style-type: none"> - For support or advice regarding mobility/transfers, equipment, or activities of daily living. - To request assessment or support. - To discuss exit plans where Therapies are key coordinator. - If additional guidance is required regarding reducing care package.
SWATT South Warwickshire Accelerated Transfer Team (South Warwickshire University NHS Foundation Trust)	Email: swatt@swft.nhs.uk Tel: 01926 495 321 Ext: 6838 Working Hours: Monday – Sunday (08:00 – 16:00)	<p>As above, for patients being seen by SWATT for Therapy input.</p> <p>Therapy team for patients referred to CRS, under an Orthopaedic Consultant on an acute ward at Warwick Hospital, who live in the South.</p>

Team/Service	Contact Details & Working Hours	Team Summary & When to Contact (examples)
<p>WICSS Warwickshire Integrated Community Stroke Service</p> <p>(South Warwickshire University NHS Foundation Trust)</p>	<p>Email: strokecommunity@swft.nhs.uk</p> <p>North Warwickshire and North Rugby Tel: 02475 189191</p> <p>South Warwickshire and South Rugby Tel: 01926 317731</p> <p>Working Hours: Monday - Friday (08:30 - 16:30)</p>	<p>Therapy team for patients referred to CRS following an Acute Stroke.</p> <p>Team consists of Dietitians, Occupational Therapists, Physiotherapists, Speech and Language Therapists, Psychology and Rehabilitation Assistants.</p> <p>Screening and contact reasons as per Community Therapy Team.</p> <p>Refer to appendix 3 of the SOP for criteria.</p>
<p>Health or Urgent Therapy needs</p>	<p>Integrated Single Point of Access (ISPA) Tel: 01926 600818</p> <p>Working Hours: 7 days a week (08:00 - 20:00) After 20:00 all calls are diverted to NHS 111</p> <p>Patients GP: Local contact if non-urgent health need Contact 111 if unsure</p> <p>Emergency: 999</p>	<p>Refer to ISPA as single point of access for additional Health services/pathways for patients with a Warwickshire GP. Examples – Urgent Community Response, District Nursing, Community Response Team.</p> <p>If Therapy concern is out of hours and cannot wait until next working day, contact ISPA.</p> <p>Urgent Community Response: - See people in their usual place of residence with an urgent/unplanned care need, with a goal of admission avoidance and keeping individuals safe and well at home. - Includes Nursing, Occupational Therapists and Physiotherapists.</p> <p>Refer to patients GP as per business as usual.</p> <p>Escalate emergency needs as per business as usual – 999 (or 111).</p>

Team/Service	Contact Details & Working Hours	Team Summary & When to Contact (examples)
Continuing Health Care (CHC)Fast Track	<p>Rugby & North Email: cwib.referrals.nhs.net Tel: 02477 710970 Working Hours: Monday – Friday (09:00 – 17:00)</p> <p>South Email: cwib.warwickshirefasttrackreferrals.nhs.uk Tel: 02477 710970 Working Hours: Monday – Friday (09:00 – 17:00)</p> <p>ICB CHC Fastrack Team Leads Fiona.Murrin@nhs.net Tracey.Rabin@nhs.net ONLY for urgent escalation</p>	<p>The ICB (Integrated Care Board) currently commission and source CHC FastTrack packages of care for patients who are deemed to have a rapidly deteriorating condition.</p> <p>Please contact for queries relating to CRS Fast Track patients. Examples: Update on CRS POC start date, change in clinical need, request for clinical advice.</p> <p>Patients on CRS identified as rapidly deteriorating, suspected to be end of life, should be escalated as per standard health deterioration processes.</p> <p>If requesting GP/District Nurse to complete Fasttrack referral, please request they state on the referral – Patient being seen by the Community Recovery Service, name of care provider and how many calls currently provided.</p>

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Millbrook Equipment provider	Email: warwickshirecontactus@Millbrookhealthcare.co.uk Tel: 0333 321 8986 Working Hours: Customer Service: 7 days a week (08:00 – 17:00) Out of Hours: 7 days a week (17:00 – 08:00)	Local provider for community equipment. Contact regarding equipment orders and delivery. Referrer to order essential equipment prior to hospital discharge and ensure delivered prior to patient discharge home. The cut-off time for placing CRS orders only, to be delivered the next day, is 5pm. Contact referring hospital team if equipment issues within first 24hrs of discharge home. Contact Therapy team if additional equipment or assessment of needs is required.
Care Agency Providers	7 allocated CRS providers Contact list below	Provide packages of care for patients on the CRS pathway. First point of contact for anything relating to care provision. Assess patients care needs and have full autonomy to amend/reduce patients care calls as indicated. Seek to reduce patients care needs and increase independence. Plan and request patient exits where Therapy are not involved. Therapy to contact Providers – examples: <ul style="list-style-type: none"> - To share patient goals and updates as relevant. - To confirm and agree exit plans where Therapy are involved. - To propose any recommended changes to POC after patient assessment (providers have full autonomy, though Therapy may provide information or advice to support where indicated). Referring hospital to contact Providers – examples: <ul style="list-style-type: none"> - At point of discharge to advise patient has left hospital. - To re-arrange POC start date within 24hrs of planned POC start. - To arrange POC re-start for patients re-admitted to hospital and going home within 72 hours.

Care Agency Providers				
Place Area	Provider Name	Contact Lead	Email	Telephone Number
North	Universal Care Service	Kate Barlow Lizzie Wrafter	lizzie@clececare.co.uk kate.barlow@universalcareservices.co.uk	02476 371197
North	Mobile Care Services	Sue Lynch Caroline Grant Helen McNelly	Sue.lynch@mobilecareservices.com Caroline.grant@mobilecareservices.com Helen.mcnelly@mobilecareservices.com	01827 715537
North South Rugby	The Care Bureau	North & Rugby: Tracy Bonsey South: Tracey Hermes	crsrugby@carebureau.co.uk crsnorth@carebureau.co.uk crssouth@carebureau.co.uk	01788 440012 01789 520990
North South	Facilitate	Sophie Moyo Andy Harris	sophie@facilitatecareservices.co.uk crs@facilitatecareservices.co.uk	02475 311626 02476 231188
North Rugby	Generations	Victor Rivete Ines Irambona Ropa Shirehwa	vrivete@generations-care.co.uk iirambona@generations-care.co.uk Info@generations-care.co.uk	07869787214
South	Caremark (GG Trading)	Gurdawar Dhaliwal	Gurdawar.dhaliwal@caremark.co.uk redditch@caremark.co.uk	07974429171
South	Rainbow Care Solutions	Florence Britton	Enquiries@rainbowcaresolutions.co.uk fbritton@rainbowcaresolutions.co.uk	01527 585700