



## The Trafford Co-ordination Centre

The Trafford Co-ordination Centre (TCC) is a free NHS service for adults registered with a Trafford GP and resident in the area. The service is designed to deliver an efficient and effective way to access health and social care services.



## What does the Trafford Co-ordination Centre do?

### Helping to co-ordinate your care (Care Co-ordination)

The aim of this telephone based service is to keep you well and supported in your own home and help to avoid unnecessary visits to the hospital. The Care Co-ordination nurses work with other health and social care providers to support you and help to manage your care. People who may benefit from help in co-ordinating their care are:

- people who take lots of different medicines
- some older people who are often unwell
- people with long term or multiple health problems
- people with mental health conditions or learning difficulties who need help managing their physical health
- supporting people with a history of falls.



The Care Co-ordination nurses make regular phone calls to check that you are keeping well and to see if you need any extra help. They can intervene on your behalf, should you need it, with things like:

- reassurance about any health or wellbeing concerns
- arranging for some extra support with daily living tasks
- help you to understand your medication and make sure you are taking it correctly
- arranging an assessment for special equipment, community services or social care
- helping you to get involved with a community group.

**'I am very grateful for the help I've been given and appreciate the many services offered!'**

The team can also help to arrange transport if you are eligible for this.

If you look after someone else and become unwell, the Trafford Co-ordination Centre may be able to help you get some care for that person to help you while you recover.

### Support after a stay in hospital (Discharge Co-ordination)

Some people benefit from extra support after a stay in hospital while they get back on their feet and to help prevent them needing to go back into hospital. If the nurse who discharges you thinks you may benefit from the Discharge Co-ordination service provided by the Trafford Co-ordination Centre they will discuss this with you. Some of the benefits of this service include:

- regular telephone support when you get home
- reassurance about any health or wellbeing concerns
- a nurse available on the phone to talk to and advise you if you are concerned about your condition or become unwell
- support provided can relieve pressure on family members.

*'When I came out of hospital I just couldn't cope at all, then the nurse rang me from the centre. She organised so many things to make life easier for me and less stressful.'*

### Joined up healthcare

The Trafford Co-ordination Centre provides a central point of contact that you and your family can use for concerns about your care. The nurses are available to answer your queries 5 days a week from 8 a.m. to 6 p.m. Monday to Friday.

The Trafford Co-ordination Centre will create a single record of your personal and medical needs using some of your medical history and information currently held at your GP practice, local hospitals and the council's social care services. This record is kept up-to-date by professionals directly involved in looking after you to ensure you get the best and most appropriate care and support.



## How will my information be used?

By consenting to the service you are agreeing to some of your medical and social care information being viewed and accessed by clinical and social care professionals involved in your care. If you want to know more about data protection rights or how we process your personal information, please get in touch with the Trafford Co-ordination Centre using the details on the back of this leaflet or you can read the Fair Processing Notice on the website [www.traffordcoordinationcentre.nhs.uk](http://www.traffordcoordinationcentre.nhs.uk).

**We have a continuing duty of care under the NHS Constitution to protect and keep your personal details confidential and secure.**

## How can I access the Trafford Co-ordination Centre?

If, after reading this leaflet, you think you or a member of your family would benefit from the services the Trafford Co-ordination Centre provides you can ask your GP or clinician involved in your care about using the service. You can also contact the TCC direct using the details below.

### Contact the Trafford Co-ordination Centre

If you need more support, want to find out more about the services or have a complaint you can contact the TCC five days a week Mon – Friday 8.00 a.m. – 6.00 p.m. in the following ways:

**Telephone** ....0161 976 2555

**Text Relay** ....If you are deaf or hearing impaired the TCC uses the Text Relay service please call: 18001 then 0161 976 2555

**Email** .....TCC.enquiries@nhs.net

**Write** .....Trafford Co-ordination Centre, Ground Floor,  
Crossgate House, Cross Street, Sale M33 7FT

[www.traffordcoordinationcentre.nhs.uk](http://www.traffordcoordinationcentre.nhs.uk)

To receive this leaflet in another language or format such as audio, large print or braille, please contact the TCC using the details above. We use language line for anyone who may need a translator please contact us by email or phone for further information.

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