When should I call?

You can ring the team for help and advice 24 hours a day:

• If your condition generally deteriorates, some examples may be: falling, difficulties getting out and about, not feeling so well or not managing

• If you or your carer are worried and need advice

When you telephone you will speak to a member of the team who will ask some questions about your condition and will then arrange for a team member to visit you if necessary.

How do I contact the team?

The team can be contacted directly at any time of the day or night, every day of the year.

Telephone: 07939 282 016

Anyone can contact the team including:

• Patients
• Carers or relatives
• Nurses
• GP’s
• North East Ambulance Service
• Social Services

In some cases you may need to be admitted to hospital if your condition requires it. Sometimes it may be necessary for you to have a short stay in a care home for some extra support. If this is necessary, the team will discuss this fully with you and make the necessary arrangements.

South Tyneside Intermediate Care Team

Telephone: 07939 282 016
What is the South Tyneside Intermediate Care Team?

We provide services to patients at home as well as in nursing and residential care homes to help you recover from illness or injury and to provide support so that you don’t need to be admitted to hospital unnecessarily. This may include rehabilitation at home and assessment of complex health and social care needs.

We can respond quickly to calls to provide assessments and treatments for existing chronic illness such as chest problems and arthritic pain affecting your mobility.

We can also assess and plan care for new situations and conditions for example, if you or your carer can’t manage or when you have a one-off illness or condition.

If you have been admitted to hospital, we can provide support for you when you get home and this may allow you to leave hospital sooner.

We can visit you if you are aged over 18 years and registered with a GP in South Tyneside.

Who is in our team?

- Nurses
- Physiotherapists
- Occupational Therapists
- Care support staff

All who have a range of skills to be able to support you at home.

We can also refer you to other services if necessary, for example the Community Warden service or specialist clinics.

What does our team provide?

We can offer and arrange a rapid assessment of your needs to support you during an illness or crisis. One of our team will visit you to identify what problems you are having and who needs to be involved.

- Our nurses will make a full assessment of your condition and examine you. They will ask you what problems you have and if you have experienced these problems before. The nurse may need to listen to your chest, check your temperature and blood pressure and take a blood test. The nurse may also refer you for other investigations such as an X-Ray
- Our physiotherapists and occupational therapists may work with you to help you recover and to help you to become as independent as you can be
- Our support staff can help you with some of your daily activities such as washing and dressing while you recover
- We can refer you to other organisations we work with who provide longer term care such as Social Services and the District Nursing Teams

Our team will plan your care with you and arrange how often they need to visit you and we will work closely with people who may already be helping you.

If you agree to treatment at home from the team you will be asked to sign a consent form. Our team will talk to you about this and make sure you are happy with the care and treatment suggested.