

Our commitment to you...

- We will provide a prompt response to all referrals.
- We will offer you an assessment that is personal to you.
- We will identify services which will make you as independent as possible.
- We will involve you and respect your views when planning your care.
- We will explore how our services can be made as personalised as possible, promoting choice and control to suit your needs.

Help us get it right

If you have a comment, compliment complaint or concern, please let us know by speaking to a member of our staff. We learn from your feedback and use the information to improve and develop our services.

If you would like to talk to someone outside the service contact the **Patient Experience Team** on **0113 220 8585**, Monday to Friday 9.30am to 4.30pm or email **lch.pet@nhs.net**

This leaflet can be made available as an audiotape or in other languages on request.



NHS 111
For urgent medical help that isn't a 999 emergency



Carers Centre
6-8 The Headrow
Leeds, LS1 6PP
0113 246 8338

Contact details

Health Case Management Teams across Leeds

North 0113 295 4701

South 0113 378 2721

Monday – Friday
8am – 8pm

Saturday and Sunday
9am – 5pm

Bank holidays
9am – 5pm

Your Case Manager is:

Contact number:

Leeds Health Case Management Service

Information for service users and their families

What is Health Case Management?

- The Health Case Management Service provides timely case management for the population of Leeds (those aged 18 and over) who are eligible for NHS Fast Track and Continuing Healthcare Funding and have a Leeds GP. This includes in hospitals, community beds or in your own home.
- Our philosophy is to place the individual at the centre of their care. Proactively supporting people to have more choice and control to help them achieve their own personal outcomes.
- The service works citywide and is divided into two areas - the map opposite shows the locations of our bases across the North and the South of the city.

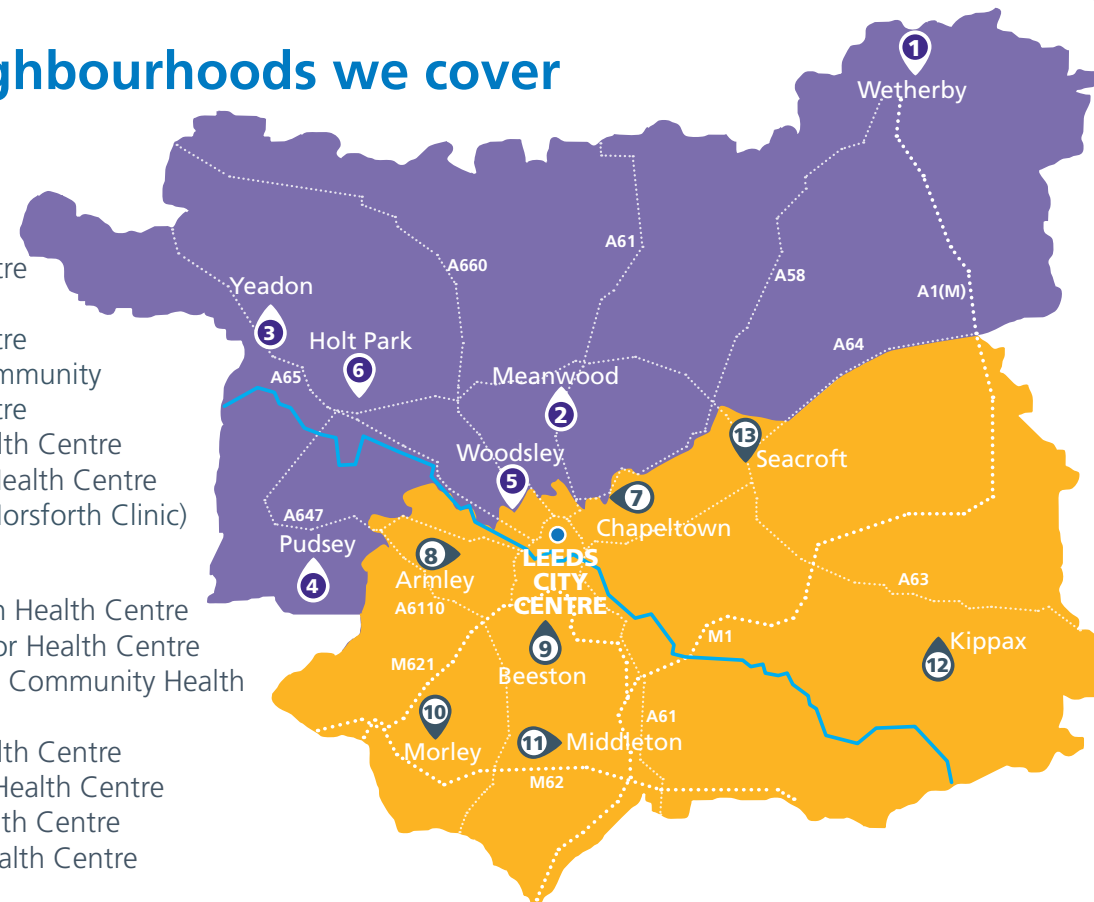
The neighbourhoods we cover

North

- 1 Wetherby Health Centre
- 2 Meanwood Health Centre
- 3 Yeadon Community Health Centre
- 4 Pudsey Health Centre
- 5 Woodsley Health Centre
- 6 Holt Park (Horsforth Clinic)

South

- 7 Chapeltown Health Centre
- 8 Armley Moor Health Centre
- 9 Beeston Hill Community Health Centre
- 10 Morley Health Centre
- 11 Middleton Health Centre
- 12 Kippax Health Centre
- 13 Seacroft Health Centre



About the team

The team consists of Health Case Managers and Health Case Management Assistants who are professionals with health or social care backgrounds and have a wealth of experience in all aspects of health case management.

What do we do?

- We will assess your health case management needs.
- We will work with you and your family to ensure the services you need are individual to you.
- We will co-ordinate your care services
- We will review services to ensure you are getting the right support.

When may you need a Health Case Manager?

- If you are eligible for NHS Continuing Care funding.
- If you are in hospital, a community bed or in your own home and need support in arranging care to meet your complex needs.
- If you have been identified as eligible for completion of a CHC Decision Support Tool.

Referrals to Health Case Management

- Referrals to the service are made by any health care professional or social worker involved in your care.