

# Crisis Assessment Response (CARe) Team

Information for patients





## **Crisis Assessment Response (CARE) Team**

- The CARE team supports individuals in their own home, or usual place of residence, to enable them to remain at home or to return home sooner.

### **Our service**

- We are an NHS service designed to provide you with up to 7 days of care and support when you are having a health or social care crisis.
- We operate 7 days a week from 7am to 10pm across the whole of Oxfordshire.
- **Please bear in mind** – All our visits are for patients in an emergency situation /crisis, which means we have to prioritise our support and we cannot give you exact visit times.

### **Care planning**

- Our Assessors will meet with you for an initial assessment and agree a care plan.
- Our Support Workers will then follow the care plan to support you over the next few days.
- Usually this is enough to help you back to your usual level of independence.
- If required, our Assessors can refer you for a period of reablement or onto longer term care which may be chargeable.

## **Personal care**

- We will require certain basic items to assist you with your personal care (bowl, flannels, towels, soap, clean clothes) please ensure they are available.
- If you need support with incontinence, please ensure you have enough pads or pull up pants.

## **Equipment**

- We can provide some equipment to help you at home.
- If you require equipment that we cannot provide, we will refer you to the Community Therapy Service (CTS), who will further assess your need and can provide you with additional aids.

## **Safe medicine at home**

- We have a strict process to follow around medication.  
Your Assessor will explain what we can support you with.

## **Nutrition /fluids**

- We can provide support with hot and cold food and drinks.
- All food needs to be in date and cannot be expired.
- We can microwave a shop bought ready meal, fresh or frozen.
- We cannot reheat a family prepared meal.

## What we can and cannot do

- We are funded by the NHS to assist you in your period of crisis, and we work within NHS policies to keep both you and us safe.
- We can provide details of services that will support you with some household chores as these are not within our remit, e.g. shopping and looking after pets.

**If you have any further queries about what we can or cannot support you with, please contact our office for advice.**

City and South Oxfordshire

Telephone: **01865 572 917**

North and West Oxfordshire

Telephone: **01295 229 017**

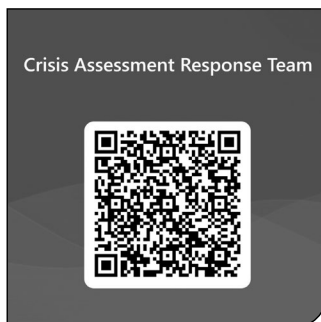
## We value your feedback

We will ask you to complete an online questionnaire at the end of your time with CARE:

Please scan the QR code (open your camera app and hover over the code), this will take you directly to our feedback questionnaire or contact the Patient Advice and Liaison Service (PALS) team on:

Telephone: **01865 221 473**

Email: [PALS@ouh.nhs.uk](mailto:PALS@ouh.nhs.uk)





## Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust  
[www.ouh.nhs.uk/information](http://www.ouh.nhs.uk/information)



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