

# Proactive Care Service

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Mid Hampshire Healthcare have been commissioned to deliver a Proactice Care service which supports vulnerable, isolated patients aged 65 years and over who may have complex physical or mental health needs, to remain in their own homes safely for as long as possible.

The service aims to prevent hospital admissions where possible with clinical support and signposting to social community services and care services.



Mid Hampshire  
Healthcare

## Who are Proactive Care Team?

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If you meet the criteria, you will be referred by your GP to the service. The Proactive Care team is made up of a Care Coordinator and a Proactive Care Nurse. They will work pro-actively to help you improve your quality of life and healthcare experience.

The Proactive Care Team are able to provide information on local health and social groups:

- Befriending Services
- Social Community Groups
- Dementia Support Services
- Carer Support Services
- Voluntary Groups

The Proactive Care Nurse is able to carry out an assessment and refer if appropriate to:

- Community Nursing Teams
- Physiotherapy
- Occupational Therapy
- Incontinence Service
- Tissue Viability Service
- Adult Social Services

## What happens at the appointment?

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The nurse will visit you in your own home at an arranged time and date to suit you. They will talk to you about your medical conditions, what medications you are taking, what your end of life wishes are, what things you are able to do and things that you find more difficult.

They will make sure that your home is suitable for your needs and that you have suitable equipment to support you at home if needed. They will also make sure that you know what to do if you become unwell and who to contact.

The nurse may carry out tests like blood pressure, pulse, temperature and blood tests: to monitor your general health and long term condition reviews if necessary.

The Care Coordinator is available in the surgery to arrange appointments, signpost to community services or care providers and to support you, your family and your carers.

## What if I need to see a specialist or I am unwell and need to go to Hospital?

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The nurse will discuss this with your GP who will complete a referral for you if necessary. You will be kept informed at all times.

If you are unwell when the nurse visits and they advise an admission to hospital the nurse will arrange it and inform your GP for you.



## What happens when I am discharged from Hospital?

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When you are discharged from hospital, the Proactive Care Nurse will visit you at home to make sure that you are managing safely and that your care needs are being met while you recover. The nurse will aim to contact you within 72 hours of your hospital discharge.

After your initial appointment the nurse will discuss with you whether a follow up visit is needed. If you feel you need a visit sooner than arranged just call the Care Coordinator who will advise you.

If you feel that you need to be seen urgently, contact your GP surgery.

## Complaints

If you are not happy with the service provided, information about Mid Hampshire Healthcare's complaints procedure can be found on our website.



**To improve the health,  
well-being and lives of  
those we care for.**



[www.midhamshirehealthcare.co.uk](http://www.midhamshirehealthcare.co.uk)



Working on behalf of Andover, Winchester City, Rural North & East  
and Rural South GP Practices