

Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- provision of health or social care or treatment
- medical diagnosis
- preventative or occupational medicine
- management of health or social care systems and services, carried out by, or under the supervision of health professional or another person, who in the circumstances owes a duty of confidentiality under an enactment or rule of law

Who to contact

Continuing health care

t: 0300 123 3444

Keystone Centre, Gun Lane, Strood
ME2 4UL

medch.continuingcare@nhs.net

Our privacy notice is available at medwaycommunityhealthcare.nhs.uk/privacy/

If you would like to view or request a copy of your patient record, please email medch.dataprotection@nhs.net or call 01634 334640. In most instances this service is free and we aim to provide the requested information within 1 calendar month. More information can be found by visiting:

medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

Customer care

Please send any comments about Medway Community Healthcare services to: -

Customer care coordinator
Medway Community Healthcare
MCH House, Bailey Drive, Gillingham,
Kent, ME8 0PZ

t: 0300 123 3444

medwaycustomercare@nhs.net

All contact will be treated confidentially
This information can be made available in other formats and languages. Please email medch.communications@nhs.net

Ref: MCH 705

MCH

NHS

Continuing health care

Information for health and social care professionals, patients and carers



Service provided

Continuing health care is a service tailoring health care to individuals requiring palliative care and support towards the end of their lives.

The provision of care for this service is commenced following an initial assessment by health professionals from community services, local hospital or the hospice.

The needs of the individual are discussed and a package of care is based upon the outcome of the assessment. The package of care is flexible and can be adjusted as required to meet any changing needs.

The aim of the service is to ensure the individual receives continuity of care, maintaining their independence and dignity. Care packages support individuals in meeting their activities of daily living, including personal care, nutrition, continence and wellbeing (this list is not exhaustive).

The continuing health care team work in partnership with all services involved in the patients' health care these services include the hospice, cardiology, respiratory, Parkinson's nurses, and community nursing teams ensuring each individual receives the appropriate health care tailored to their individual requirements.



Referrals

Referrals are received from health and social care professionals identifying current health needs and support required prior to the package of care commencing. All referrals are assessed by Continuing Health Care, if the needs of the individual change this could reflect in the access to this type of care provision.

Care packages are varied and we can provide care up to four times a day in time slots:

- 8am – 11am
- 11am – 1pm
- 1pm – 3pm
- 3pm – 5pm
- 5pm – 7pm
- 7pm – 11pm.

Based on the assessment outcomes, Night sitters are also available dependent on individuals need. Night sitters work from 10pm – 6am supporting patients and families, covering all areas of Medway and bordering areas.

