



Mersey Care

NHS Foundation Trust

Community and Mental Health Services

Integrated Care Team (ICT) and you

Who we are

Integrated care teams work across Liverpool and Sefton with other organisations in the community.

The team helps to support any adults and their families who have more than one health or social care need, involving all organisations in their care. This is to ensure a comprehensive care plan is written with you at the heart.

We aim to support you, to lead a more independent and healthier life by involving you, your family and carers in the decisions that are made about your care, whilst maintaining privacy and dignity at all times.



What we do

The Integrated Care Team will work with you to plan care around your needs and will provide accessible information in a way that suits you best. For example, the team may support a person with a physical health and mental health need to have one plan of care which meets both of these needs taking into account their wellbeing and other factors which may impact on their health such as disability isolation, debt, housing, substance use and carer support.

The only exclusions to ICT referral are for people who require urgent or emergency treatment. Once the emergency or urgent need has been met, the referral can be made for integrated care.

Any information gathered about your health and care needs will only be shared with other services who may support you. This will be discussed with you during your assessment, and you will be asked to give your permission before any information is shared.

We support your care based on all of your needs, not just a single problem. We do this through signposting to other services, agencies and professionals as required.

For example, the team may support a person with a physical health and mental health need to have one plan of care which meets both of these needs and also takes into account their wellbeing and other needs such as isolation, debt, housing, substance use and carer support.

How do I get referred?

Referrals to the Integrated Care Team can be made through any professional involved in caring for you or via your GP.

Contact your local team:

Central, North and South Liverpool: mcn-tr.liverpoolict@nhs.net
0151 296 7807 or 0151 473 0303

South Sefton: sefton.ict@nhs.net

Maghull: 0151 247 6847

Bootle: 0151 247 6004

Seaforth and Litherland: 0151

Crosby: 0151 247 6342

247 6941

Our patients matter

Mersey Care NHS Foundation Trust listens and responds to patients and their carers to help improve the services we deliver. If you have any comments, compliments or concerns you can speak with a member of staff or contact our Patient Advice and Liaison Service (PALS) and Complaints Team:

Telephone: 0151 471 2377

Freephone: 0800 328 2941

Email: palsandcomplaints@merseycare.nhs.uk

To request this leaflet in an alternative format or language, please speak to a member of staff.

Mersey Care NHS Foundation Trust

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