



Mersey Care

NHS Foundation Trust

Community and Mental Health Services

Integrated Care Team

Working in partnership with Liverpool and
Sefton Council, Sefton CVS and Liverpool CVS

What does the Integrated Care Team do?

Many people need health, social and voluntary care support to help them to stay well or to prevent crisis, which can often lead to more agency involvement and risk of hospital admission.

The Integrated Care Team works with patients and their families, who have multiple or complex needs. The team aims to improve their health and wellbeing, supporting easier access to services required, aiming to prevent crisis intervention or inpatient care.

The team works with patients to achieve their goals, prevent escalation of need and maximise community assets through a social model of health.

Who is the Integrated Care Team?

The Integrated Care Team is a team of health, social and voluntary sector professionals who work together in each neighbourhood across Liverpool and South Sefton to provide joined up care for patients and service users.

The Integrated Care Teams are made up of Primary Care practitioners including GPs, district nurses, community matrons, medicines management, therapists, social workers, voluntary sector services and mental health professionals. In addition, other local services such as housing, debt advisors, housing associations are part of the teams.

The team is led by a Care Coordinator who chairs bi-weekly meetings and supports colleagues to work together by documenting and following up agreed actions. The Care Coordinator also makes contact with the patient and their carers to update them on the process, gain their views of their care needs and ensure they are part of any planning. The Care Coordinator will also invite and liaise with specialist services who would be beneficial to case discussion.

Where does the Integrated Care Team work?

Integrated Care Teams are based and work in all neighbourhoods across Liverpool and Sefton. Most interactions with patients are within their home, community settings or, if helpful, online or telephone consultations are offered.

How do I make a referral?

Any service working with a person / patient who lives in Liverpool or South Sefton can refer to the Integrated Care Team.

The person must give their consent to be referred / discussed and have needs which require a joined up plan of care.

If you wish to make a referral and require a copy of the ICT referral form, please contact the teams using one of the emails below:

Liverpool: mcn-tr.liverpoolict@nhs.net

South Sefton: sefton.ict@nhs.net

Health care professionals can make a referral via EMIS E-managed referrals.



Contact your local team:

Liverpool: 0151 296 7807 or 0151 473 0303

Sefton:

Bootle 0151 247 6004

Maghull 0151 247 6847

Crosby 0151 247 6342

Seaforth and Litherland 0151 247 6941

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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November 2022