



Service	Description
Acute care at home	Delivers evidence based acute nursing care for people within their own homes, with the aim of preventing hospital admissions and/or facilitating rapid discharge from the hospital setting. It operates 365 days/year 8am to 10pm.
Age UK	A local independent charity that has over 80 staff and 400 volunteers. They help over 49,000 local older people every year, offering activities, events, transport, day care, home care and information. The information and advice team is available weekdays 9am to 5pm.
Asthma services	See respiratory nursing.
Community cardiology service	Provided by four specialist teams across the county made up of cardiac nurses, physiotherapists, support workers and an exercise specialist. Through their rehabilitation programme, cardiac services give patients, families and carers help and support in order to recover and maintain a healthy heart. Available weekdays 9am to 5pm.
Community dermatology service	Provides holistic and specialist assessment, information, education, advice and support to empower people and/or their guardians to self-manage a range of chronic and acute skin diseases. It operates weekdays 8.30am to 4pm.
Community hospitals	<p>The hospitals provide a high standard of inpatient, medical, nursing and therapeutic treatment and care which cannot reasonably be provided to people in their own homes and for whom admission to an acute hospital is not indicated.</p> <ul style="list-style-type: none"> <li>• Inpatients - 24/7</li> <li>• Outpatients and ambulatory services – weekdays 8am to 5pm.</li> <li>• MIU listed per unit and locally advertised.</li> </ul>
Community makers	Hosted by Volunteer Cornwall to know and understand the network of voluntary and community groups in their area and how they can support community needs. They help facilitate local solutions to problems and issues through galvanising communities to take action and connecting them to appropriate support.
Community matrons	The team aims to provide expert, intensive case management to integrate services around the needs of individuals with multiple long-term conditions and complex needs through a targeted, community-based and pro-active approach to care that involves case-finding, assessment, care planning, and care co-ordination. It operates during normal working hours on weekdays.
Community nursing and therapy	Community nursing teams are made up of community matrons, district nurses, phlebotomists and healthcare assistants. They support people's healthcare when they are unable to leave their own home or need additional support after a period of illness or discharge from hospital. Available 8am to 6pm with out of hours support provided nights and weekends.



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Continence service	The bladder and bowel specialist service provides professional advice, guidance and information on the management of bladder and bowel continence. It also provides treatment of faecal and urinary incontinence including bladder and bowel problems in children and adults.
Continuing healthcare	NHS continuing healthcare is free care outside of hospital that is arranged and funded by the NHS. Individuals need to be 18 years or over and be assessed as having a certain level of care need to be entitled to NHS continuing healthcare. Assessments for eligibility will be made in accordance with the Department of Health National Framework.
COPD service	See respiratory nursing.
CORCARE	Aims to ensure that all residents have their long term care and support needs met. The service remains focused on providing care and support for individuals (identified through Cornwall Council) in their own homes for as long as it is required.
Day care services	A wide range of day opportunities and support services provided by a mixture of small local organisations and larger regional or national business and charities. The contract for community based day support has 28 different providers; some offer more than one service. The community based support services are for adults with an eligible social care need. This includes people with physical disabilities, learning disabilities, sensory loss and age related needs. Around 800 people a year are funded by Cornwall Council to access community based support as a way to meet some or all of the identified needs.
Dementia services	<p>The complex care and dementia community team offers support to people with dementia or complex mental health needs while they are in the community and can be accessed through the community mental health teams. Open on weekdays 8.45am to 5.15pm.</p> <p>The complex care and dementia liaison service offers assessment to people living with dementia or complex mental health needs when they are in hospital or a care home. Available weekdays 9am to 5pm.</p>
Dental service	<p>For help to find an NHS dentist for routine dental care, please contact the dental helpline on 0333 006 3300 or email <a href="mailto:accessdentalhelpline@nhs.net">accessdentalhelpline@nhs.net</a>.</p> <p>Community dental services: Smile Together provides community dental care for patients in Cornwall.</p>
Diabetes service	Diabetes specialist nurses work in hospitals and community clinics to help people with diabetes to safely manage their condition. Available weekdays at Royal Cornwall Hospital, West Cornwall Hospital and St Michael's Hospital. Through the community hospitals, the diabetes specialist nurses support adults in the community with type1 and type 2 diabetes. Available weekdays 9am to 5pm.



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Dietetics service	RCHT has a team of highly specialist dietitians working across a variety of clinical settings. They provide services to gastroenterology, surgery, cardiac, elder care, respiratory, trauma and critical care. Referrals are via consultant or GP.
Discharge to assess beds	This model allows people to be discharged from acute or community hospital care to dedicated beds in specific care homes to allow assessment of their ongoing care needs to occur in the care home setting rather than hospital setting.
Drugs and alcohol services	The purpose of the drug and alcohol action team (DAAT) is to ensure the delivery of the national and local drug and alcohol strategies. The DAAT staff work with partner agencies including those from social care, health and criminal justice services, to commission a range of services for individuals and families. These include advice and information, counselling and prescribed treatments, co-ordinating activity so that organisations work closely and co-operatively, and providing information to individuals, organisations and communities.
Early intervention service	See home first service.
Falls service	Provides older people who have fallen or who are at high risk of falling with a full assessment to help manage and reduce their risk of falls. Falls clinics are held across the county and people can be seen in their own homes if necessary.
Heart failure service	See community cardiology service.
Health for Homeless	Aims to provide a range of healthcare services to people in Cornwall without homes. To achieve this, they work with other organisations which include St Petroc's and Coastline homeless service. Part of their role is to help people live more stable lives and gain access to suitable accommodation. Clinics run in three locations across the county, no appointment is necessary and people are able to drop-in at any time during the clinic.
High intensity user service	Supports people who access or attempt to access services in a disproportionately high way. The support focuses on identifying the underlying reasons for the high number of calls and works to identify a personalised care plan and offer alternative ways of coping, including access to practical help and resources. Available weekdays 9am to 5pm.
Home from hospital (Welcome Home)	Welcome Home (hosted by Volunteer Cornwall) ensures that individuals recently discharged from hospital have the help and support they need to settle back into their routines. They signpost people to a diverse range of organisations and agencies to support them. This is a free service for anyone over 18 who has been recently discharged from hospital. Referrals can be made from the hospital, GP, social services, family or friends or even a self-referral.
Home First service	Provides short-term reablement to help patients recover at home safely whilst they are unwell. Home First works with them to identify what support is needed. The team is comprised of nurses, occupational therapists, physiotherapists and support workers.



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	Available 9am to 5pm every day, including weekends and bank holidays.
Kernow Carers	Provides information and support to help all informal and unpaid carers, including advice and guidance offered through the helpline, advocacy, the opportunity to meet with a carer support worker, getting a carers' assessment, information about benefits and helping plan for the future. The service also organises activities, forums and training with the addition of short breaks and school groups for young carers. The service is delivered jointly by Action for Children, Cornwall Rural Community Charity and the Family Information Service.
Specialist palliative care burses	Providing specialist palliative care to adults over 18 years in the primary care and community hospital setting. The aim is to provide specialist palliative care and advice to meet the physical and psychosocial needs of adults with life limiting illnesses. Available 9am to 4.30pm seven days a week. On call to healthcare professional 24 hours a day.
Mental health services	<p>Integrated community mental health teams are a community based assessment and treatment service for people suffering mental health problems who are over the age of 18. ICMHT bases are open weekdays 8.45am to 5.15pm.</p> <p>Home treatment teams provide a high level of support to people over the age of 18 in mental health crisis or relapse in their own home. Teams offer an intensive package of support to people on their caseload who are experiencing acute problems with their mental or emotional health. They will assess the person at home and decide if they need a hospital admission or whether they can be treated at home to avoid admission where it is safe to do so. Available 8am to 10.30pm with night cover 10.30pm to 8am.</p>
Nursing and residential homes	Cornwall has approximately 179 care homes and 56 nursing homes. Many dual registered care homes offer both residential and nursing care. Most care homes in Cornwall specialise and will provide care for people with differing needs including dementia care for older people. Many care homes in Cornwall will offer short term or respite care.
Onward care (trusted assessors)	Improve the coordination of care for patients admitted from care homes and help to reduce any delays when they are ready to be discharged. This allows named people to assess people's needs in hospital on behalf of care homes which reduces any delay waiting for care home staff being able to come in to hospital to assess people. Available 8.30am to 6.30pm seven days a week and based alongside the onward care team in acute hospitals.
Respiratory nursing	The respiratory nursing team support people with a respiratory condition or those who are receiving oxygen therapy across Cornwall and the Isles of Scilly. The team see adults with any of the following respiratory conditions: chronic obstructive



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	pulmonary disease, restrictive airways disease such as pulmonary fibrosis, asthma, bronchiectasis, and respiratory pulmonary hypertension. Referrals are from other health professionals.
Respite service	Most respite care homes specialise in catering for specific needs that might include nursing or dementia care for the elderly or physical and learning disability care for younger adults and children.
Safeguarding services	The service is run by Cornwall Council and the team works alongside partner agencies.
Shared Lives	A charity that delivers long term and short break care services, providing care and support as an alternative to supported living and residential care. They specialise in supporting people with learning disabilities, autism, mental health problems, dementia and older people. People who use their services live or have a break in the home of one of their trained and approved carers.
Short break unit	The short break and home care service have three homes across Cornwall that give 'short breaks' or respite to families who have a child with a learning disability and physical health needs. The home care service provides care to children in their homes. To access this service, children will also be supported by a community or Diana nurse.
Social prescribers	This service enables healthcare professionals to refer people to a link worker to co-design a non-clinical social 'prescription' to improve their health and wellbeing. There are currently 30 GP practices across Cornwall working with 12 link workers. The link workers meet with individuals to find out what sorts of support is available to them that meet their needs, such as volunteering, group learning, gardening, social activities, benefit advice and healthy lifestyle support.
Speech and language therapy (SALT)	<p>The adult service is dedicated to identifying and addressing communication and swallowing difficulties in people aged 18 and over. Their aim is to provide care as close to home as possible.</p> <p>The children's service supports children and young people aged 0-19 years who have difficulties with communication, or with eating, drinking and swallowing.</p>
Short term enablement planning service (STEPS)	STEPS supports people for a limited period of time after a health or social care crisis at home. They provide temporary support when individuals are returning home from hospital and are in need of extra support to get back to their normal life. STEPS can only be accessed following an assessment. Available 365 days a year 8am to 8pm to assist with personal care, meal preparations, and exercise programmes.
Stroke rehabilitation services	There are two specialist stroke rehabilitation units (at Bodmin and Camborne Redruth Community Hospitals) where a multi-disciplinary stroke team care for individuals and provide further therapy to help prepare them for going home. There are also



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	specialist community teams.
Supported living	This specialist supported living and outreach service provides support for people with learning disabilities, autism, mental health needs and acquired brain injuries. They work in partnership with local health professionals such as social workers, community nurses and specialists.
Therapies front door	Occupational and physiotherapists work in acute hospital emergency departments to see people as soon as possible for assessment. Their intervention and advice may support people to return home rather than be admitted to hospital.
Tissue viability service	Tissue viability (commonly referred to as wound care) is a skilled county-wide service which provides an integrated service across all inter-professional teams. They see patients in their own homes, community hospitals, GP surgeries and care homes, and provide a joint tissue viability/vascular clinic in Camborne Redruth and St Austell community hospitals on a monthly basis.
Volunteer Cornwall	A charity dedicated to building social capital and developing the wellbeing of individuals and communities in Cornwall. They do this by working in collaboration with a wide range of organisations to promote and support active citizenship and voluntary action covering the emotional, social, environmental and economic needs and opportunities in Cornwall.
Wheelchair specialist services	Wheelchair services assess people with long term mobility problems who require a wheelchair for longer than a period of six months. All equipment is provided on a long term loan basis for as long as the individual's clinical need requires it and they continue to meet the eligibility criteria. The provision of equipment is subject to the eligibility criteria as set by NHS Kernow Clinical Commissioning Group. A GP or other NHS health professional can make a referral. Children meeting the children's wheelchair eligibility criteria who require a standard wheelchair will be seen by a community therapist for assessment and provision.