

How can I be referred to the CTT?

If you attend the A&E department of Queens Hospital and the staff there think you may benefit from our service, they will refer you to the hospital based CTT or rapid response team for assessment.

If your GP feels you may benefit from using our community based service, he or she will contact you and refer you to our team.

Alternatively, you or your carer can contact us directly by calling one of the numbers on the back of this leaflet.

How can I find out more?

If you would like to know more about our service and how we can help you, contact us by calling **0300 300 1660** or **07940 301396** between 8am and 10pm, seven days a week.

NELFT NHS Foundation Trust provides community and mental health services for people of all ages in Essex and the London boroughs of Waltham Forest, Redbridge, Havering, Barking and Dagenham.

NELFT NHS Foundation Trust
CEME Centre – West Wing,
Marsh Way, Rainham, Essex RM13 8GQ.
Tel: 0300 555 1200

www.nelft.nhs.uk

If you would like this information in Braille, large type, in another format or in another language, please ask a member of staff. (English)

Bu bilgileri büyük yazı tipinde Körler Alfabesinde, başka bir biçimde ya da başka bir dilde okumak isterseniz lütfen bir görevliye danışın. (Turkish)

Nëse këtë informacion do e dëshironit në Braille, font më të madh, në format tjetër apo gjuhë tjetër, ju lutem pyesni një anëtar të personelit. (Albanian)

Se deseja obter esta informação em Braille, num tipo de letra maior, noutro formato ou noutro idioma, por favor peça a um membro do pessoal. (Portuguese)

আপনি যদি এই তথ্যটি ব্রেইলে, বড় হরফে, অন্য ফরম্যাটে বা অন্য ভাষায় পেতে চান, অনুগ্রহ করে, কর্মীদের একজন সদস্যকে তা জানান। (Bengali)

در صورت تمایل به دریافت این اطلاعات به صورت بریل، چاپ درشت، یا سایر فرمت‌ها یا زبان‌ها، لطفاً درخواست خود را با یکی از کارکنان مطرح کنید. (Farsi)

Jeżeli chciałby Państwo uzyskać niniejszą informację zapisaną w alfabecie Braille'a, dużą czcionką, w innym formacie lub w innym języku, prosimy zwrócić się w tej sprawie do członka personelu. (Polish)

Si vous souhaitez obtenir ces informations en gros caractères Braille ou dans une autre langue, veuillez le demander à un membre de l'équipe. (French)

நீங்கள் இத்தகவலை ப்ரெய்லியில், பெரிய எழுத்துகளில், வேறு ஃபார்மேட்டில் அல்லது வேறு மொழியில் பெற விரும்பினால், ஊழியரிடம் கேளுங்கள். (Tamil)

إذا أردت الحصول على هذه المعلومات بطريقة برايل، أو بحروف كبيرة، أو بصيغة أو لغة أخرى، يرجى طلب ذلك من أحد أعضاء فريق العمل. (Arabic)

Если вы хотите получить эту информацию на языке Брайля, напечатанную крупным шрифтом, в другом формате или на другом языке, пожалуйста, обратитесь к любому сотруднику. (Russian)

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Community Treatment Team (CTT)

Barking and Dagenham,
Havering and Redbridge



Information for
patients,
service users
or carers

www.nelft.nhs.uk



About this leaflet

This leaflet provides information about our Community Treatment Team (CTT) and explains:

- who we are
- who we can help
- what we do
- how you can contact us

What is the CTT?

We are a team made up of:

- doctors
- nurses
- occupational therapists
- physiotherapists
- social workers
- support workers
- administrators

We work closely with many other specialist teams in the community.



Who can the CTT help?

Our service is for people aged 18 years and older, living in Barking and Dagenham, Havering or Redbridge.

We provide short term intensive care and support to people experiencing an urgent health and/or social care crisis. We are unable to attend to routine issues such as repeat prescriptions or initial diagnosis.

The service aims to contact you within two hours, and support you to remain at home, rather than calling an ambulance or going to your accident and emergency (A&E) department.

Here are a few examples of conditions which could result in a call to the service:

- experiencing severe pain
- having difficulty moving after a fall
- having difficulty breathing
- infections – for example chest infections, skin infections or urinary tract infections

Please note that these are only examples – if you are unwell please call the service.

If you feel that your health problem is life threatening please telephone 999.

What does the team do?

There are two parts to the service we offer:

- We work in the community to prevent unnecessary hospital admissions wherever possible.
- We work in the A&E department at Queen's Hospital, where we will assess you and support you to return home without hospital admission wherever possible. We also work closely with King George, Whipps Cross and other local A&E departments to prevent hospital admissions.

Following a comprehensive assessment, we will agree a plan of action with you, to make sure you receive the right care in the best place to support your needs. We may treat you at home, or refer you to another service.

We will inform your GP of our involvement, what we have done and what we have agreed with you.

