

## Other Languages

This leaflet can be produced in other languages on request.

We can also provide the information in other formats including Braille, large print and audio CD. Please contact if you require help

## Compliments and Complaints

The Patients Advice and Liaison Service (PALS) is a confidential NHS service that provides help, advice and information for patients, families and carers. We welcome all your feedback  
Contact PALS at:

- Email: [PALS@mft.nhs.uk](mailto:PALS@mft.nhs.uk)
- Telephone: 0161 276 8686

For general information and to provide feedback about **Manchester Social Care** services please ring the Contact Centre: 0161 234 5001

For general information and to provide feedback about **Trafford Social Care** services please ring the Screening Team on: 0161 912 5199

Leaflet produced by Manchester Local Care Organisation – February 2020

## Our service is available:

- Monday to Friday 09:00-17:00
- Referrals can be made outside of these hours but will not be actioned until the next working day.

## Where we are based:

- **Manchester Care Navigators**  
Community Integrated Neighbourhood Teams across the City of Manchester
- **Trafford Care Navigators**  
Wythenshawe Hospital Integrated Discharge Team.

## Contacting us:

If you would like to talk to a Care Navigator or make a referral, please contact the Single Point of Access (SPA) team by phone or email.

- **Tel:** 0300 303 9650
- **E-mail:** [mft.spa-uhs@nhs.net](mailto:mft.spa-uhs@nhs.net)

**In case of emergency please contact 111 or 999.**



**Manchester Local  
Care Organisation**

Leading local care, improving  
lives in Manchester, with you



# Community Care Navigators

## Manchester & Trafford

## About our service



Powered by:



## Who we are

We are Community Care Navigators and our team operates across the City of Manchester and Borough of Trafford.

Our team works across Wythenshawe Hospital, Manchester Royal Infirmary, North Manchester General Hospital and Trafford General Hospital. We also work in the community across the neighbourhoods of Manchester and Trafford.

## What we do

We work with you to ensure you are connected with the right services available to you in your local neighbourhood.

We work closely with NHS services, mental health services, GP's, social services (council), housing associations, charities, voluntary groups, social enterprise organisations and other community resources to do this.

We may discuss your requirements with you over the phone or email, or in some cases we may be able to visit you at home or within a local community setting.

## Who we work with

We work with anyone who is 18 years or older and who lives in the city of Manchester or the borough of Trafford.

## How do Care Navigators work?

We understand that it can be difficult to find your way around the range of services that are available.

We will work with you to explore what services you already have in place.

We can help you get the most out of these services and link you with other options in the neighbourhood where you live.

We can work together to ensure that these services have provided the support you require.

If you think you could benefit from having a chat with a Care Navigator, please get in touch with us via the contact details in this leaflet.

## Your allocated Care Navigator details are:

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## How long will I receive this service?

Once we have connected you with the appropriate services within your community our input will end.

However, in some cases a Care Navigator may offer to contact you again in the near future to check that you still have appropriate support in place.

## Who provides this service?

This service is provided by Manchester Local Care Organisation (MLCO).

MLCO is the organisation that provides NHS community healthcare and adult Social Care across the region. It is a partnership organisation between the NHS and Manchester City Council.

You can find more about MLCO at [www.manchesterlco.org](http://www.manchesterlco.org)

## Accessing your information

With your permission the Care Navigators will access relevant information regarding you from appropriate secure health and social care computer systems. This will help us improve your connections with your local community. You can withdraw your permission at any time.