

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

## 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 **020 3644 2799** or **07940 301396** between 8am and 10pm, seven days a week.

Eğer bu bilgiye kendi dilinizde sahip olmak isterseniz lütfen bir görevliye danışın. *(Turkish)*

Nëse këtë informacion e doni në gjuhën tuaj ju lutemi pyesni një pjesëtar të personelit. *(Albanian)*

Se desejar obter esta informação no seu próprio idioma, por favor peça a um membro do pessoal. *(Portuguese)*

আপনি যদি এই তথ্যটি আপনার নিজের ভাষায় পতে চান তাহলে অনুগ্রহ করে কক্ষ কর্মী সদস্যকে বলুন *(Bengali)*

در صورت تمایل به داشتن نسخه ای از این اطلاعات به زبان خود لطفاً به یکی از کارمندان ما مراجعه فرمایید. *(Farsi)*

Jeśli chcieliby Państwo uzyskać niniejszą informację w języku polskim, prosimy zwrócić się w tej sprawie do członka personelu. *(Polish)*

Si vous souhaitez obtenir ces informations dans votre langue, veuillez demander à un un membre du personnel. *(French)*

உங்களுக்கு இந்த தகவலை உங்கள் சொந்த மொழியில் பெற்றுக் கொள்ள நீங்கள் விரும்பினால் தயவு செய்து ஒரு ஸ்ராவ் உத்தியோகத்தரைக் கேட்டுப் பெற்றுக் கொள்ளவும். *(Tamil)*

إن كنت ترغب الحصول على هذه المعلومات بلغتك الرجاء الطلب من أحد الأعضاء الموجودين. *(Arabic)*

Если вы хотите получить эту информацию на вашем родном языке, 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



## 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 a health and/or social care crisis.

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 within the A&E departments at Queens and King George hospitals, where we will assess you, and support you to return home without hospital admission wherever possible.

Following a full 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.

## How can I be referred to the CTT?

If you attend the A&E department at Queens or King George hospital, and the staff there think you may benefit from our service, they will refer you to our hospital based CTT.

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.

