

Working in partnership

The MAT is delivered by a number of organisations who work together with you. These include: East Sussex County Council, East Sussex Healthcare NHS Trust, Sussex Community NHS Foundation Trust and Sussex Partnership NHS Foundation Trust.

Information on consent and data sharing

You will be asked to give consent to share your information with the MAT in advance of this being shared. The information from your What Matters Wheel and conversation will be used by the MAT to provide the best care for you. MAT attendees may also need to share other information contained in your personal records on their own organisation's systems (e.g. your age, gender and medical history) with other members of the MAT in order to find the best way to help you achieve what matters to you.

All the people involved comply with the NHS and Adult Social Care standards regarding confidentiality and security of your data. You have the right to remove your consent at any time in the process. If you would like this to happen, please talk to your Case Manager and they will update your records.

Contact us

Should you require further information, please contact the MAT Communities of Practice Coordinator on:



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Get the best from your NHS

Our Patient Advice and Liaison Service (PALS) can help patients, families and carers with questions, comments or concerns about NHS services. If you need advice about our services, facilities or staff, or would like to make a comment, please contact PALS at:



PALS Sussex Community NHS Foundation Trust Freepost (BR117), Elm Grove, Brighton BN2 3EW



01273 242292



sc-tr.serviceexperience@nhs.net

Please ask any member of the team caring for you if you need this information in large print, Braille, easy read, audio tape, or email. We can also help if you need help with understanding this information, or require it to be provided in another language.



Excellent care at the heart of the community



Sussex Community
NHS Foundation Trust

Working together to coordinate your care and support through our Multi-Agency Team





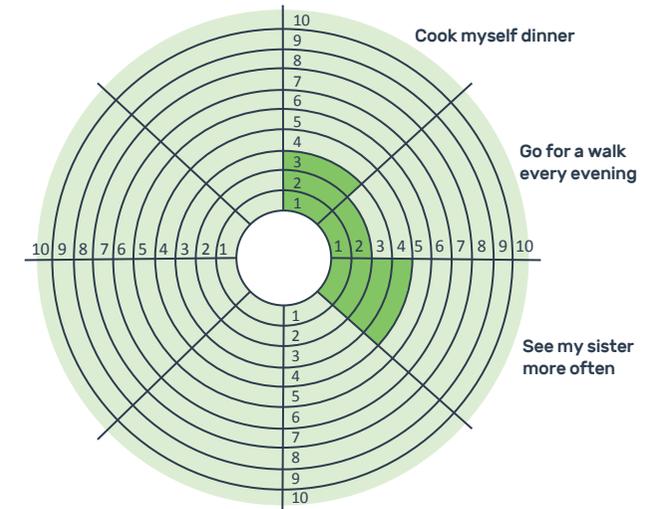
Your personal Case Manager

You will be assigned a Case Manager based on your personal needs, and any existing relationships you may have with local services. Your Case Manager will be your key point of contact, getting a full picture of what matters to you, and supporting you in your journey. They will also contact you to arrange a “what matters” conversation at a time and location that is convenient to you.

What is a “what matters” conversation?

Your Case Manager will visit you to hold a “what matters” conversation. The purpose is to ensure that whatever is important to you is reflected in the care you receive from the MAT. This might include your mood, physical health, social contact, domestic tasks, finances, personal care, access to your local community, or a favourite hobby.

During your “what matters” conversation, your Case Manager will work with you to complete a “What Matters Wheel”. This is a blank wheel with space around the edge for you to explain what matters to you.



What is a Multi-Agency Team?

The Multi-Agency Team (MAT) helps to coordinate the care and support you are receiving, or may require, from several organisations within health and social care. The MAT is designed to help people living in High Weald, Lewes and the Havens who might benefit from multi-agency care from their GP and at least two other organisations.

The MAT will hold regular meetings to review your care. Professionals who attend include: community nurses, social workers, occupational therapists, physiotherapists, mental health specialists and local GPs.

You will be asked to score how close you are to achieving “what matters” to you for each statement (1 = you want to achieve it and 10 = you have achieved it). An example What Matters Wheel is included above. Your goals and what matters to you may be different. This is not a test, and there are no wrong answers.

The MAT will use your What Matters Wheel to work out how to help you achieve your goals. Your Case Manager will talk to you about the actions they have suggested, and work with you to make a plan to move towards achieving your goals. You will be given a copy of your Wheel to keep, which you can use to review whether or not the actions you agree with your Case Manager are having the desired effect.

Once your goals have been achieved, your Case Manager will meet with you again to re-score your What Matters Wheel, see how things have improved, and find out if “what matters” to you has changed.