

Rapid Access to Social Care (RASC) Team

Adult Community Services

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

Introduction

At The Royal Wolverhampton NHS Trust, we are dedicated to providing exceptional care not just within our hospitals, but also right in the heart of the community of the City. Our Adult Community Services team plays a vital role in this.

Our Rapid Access to Social Care (RASC) Team is here to help you get home from the hospital sooner, or even avoid a hospital stay altogether during a crisis. We do this by providing a short-term, temporary package of social care support.

This support continues until social services can arrange a long-term package of care plan that holistically suits your needs.

Our main goal is to help you stay safe and comfortable in your own home, we will bridge the gap between your discharge from hospital to home whilst awaiting your social care package, to support a seamless discharge and transition of care.

Who are the Adult Community Services team?

Our Adult Community Services team is a dedicated group of healthcare professionals who provide a wide range of services to adults in Wolverhampton and the surrounding areas. They are a crucial link between hospital care and your home, helping you to live as independently and healthily as possible.

Who do we support?

Our aim is to provide holistic, patient-centred care that empowers you to manage your health and well-being. We work closely with GPs, social services, and other local partners to ensure you receive seamless and shared care.

How can we support you?

This team also aligns with Planned Care (District Nursing), to collaboratively support with the personal care needs of patients at the end of their life. The support they offer ranges from:

- Personal care – including mouth care and skin care
- Pressure Ulcer prevention and escalation
- Meal preparation
- Medication administration (under certain criteria)
- Health promotion
- Mobility support
- Accessing equipment
- Access further services within the Multidisciplinary Team (MDT)

How often do we visit you and how long for?

- We are a short-term care team who support people for a maximum of 7 days (except in cases where End of life care is being provided) to provide help with washing, dressing, changing continence pads, toileting, making drinks and meals and prompting with medication from a chemist dispensed weekly pill organiser
- Wherever possible we work with people to help them to become more independent and encourage them to do as much as they can for themselves
- We are not able to give specific times of visits and times may vary but we will visit for an agreed number of times per day
- There is no charge for this service

What do we expect of people referred to the team?

We expect you to:

- Work with staff to do as much as you can for yourself, to become self caring and avoid further decline in physical health
- Discuss any long term help you may need with social services so that this can be arranged and we can help others in need of our care as soon as possible
- Please inform the staff who visit you about anything that may affect your abilities, including any pain or discomfort
- Please inform us if you have any appointment and will not be at home
- In between visits you may be given advice about how to help yourself
- Inform us of any changes including the start of your care package from external care agencies

How can I access the service?

Referrals to our service can only be accepted from health care professionals - such as an occupational therapist, social worker, or GP - and submitted to our Care Coordination Team 01902 443322.

Our Service operates: 8am - 10pm, 7 days a week.

How do I find out about other services / help?

Wolverhampton City Council web site has details about local carers support, benefits advice, social services, private care and voluntary groups via the Wolverhampton Information Network (WIN). This is available at: www.wolverhampton.gov.uk.

Wolverhampton social services can provide advice about a range of services including care agencies, day centres and help to remain in your home. You can contact their information officers on 01902 551199.

How do I make comments or suggestions about RASC?

You can contact the team during office hours on 01902 443322.
We welcome feedback regarding our service.

Rapid Access Social Care Team
Wolverhampton Science Park
Glaisher Drive
Wolverhampton
WV10 9RU.

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਢੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਢੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。

Designed & Produced by the Department of Clinical Illustration,
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