

# Community Treatment Team (CTT)

Barking and Dagenham,  
Havering and Redbridge

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## 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.

## How can I be referred to the CTT?

If you attend the A&E department of Queens, King George or Whipps Cross Hospitals 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 between 8am and 10pm, seven days a week.

### Would you like this information in another format?

For copies of this information in a different language, or a different format such as braille, audio or larger print, please contact our equality and diversity team on 0300 555 1201 ext. 65076

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

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