

Contacting us

Opening hours: we are open seven days a week, 08:00am to 08:00pm.

Office number: **0161 667 3292**

Out of service hours: please contact your GP surgery.

In case of emergency please contact 111 or 999

Address

North Manchester Discharge to Assess (D2A) Team

Harpurhey District Office
6, Moston Lane,
Manchester
M9 4DD

Other languages

This leaflet can be translated and provided in other languages on request. We can also provide the information in other formats including Braille, large print and as a recording. Please contact us if you need help.

Who provides this service?

This service is provided by Manchester Local Care Organisation (MLCO). MLCO is the organisation that provides NHS community health and adult social care services in the city. **Find out more about MLCO at www.manchesterlco.org**

Compliments and complaints about our health care services

If you have any suggestions, comments, compliments or concerns about the services you have received, the **Patient Advice and Liaison Service (PALS)** team are here to help.

Whether you are a patient, a relative, friend or carer, they will listen to your concerns, help make your voice heard and liaise with the relevant staff to sort out any problems quickly.

The PALS team are part of our host organisation Manchester University NHS Foundation Trust. You can contact the team by email at **pals@mft.nhs.uk** or call **0161 276 8686**.

Compliments and complaints about our social care services

Please contact Manchester City Council

- Email: **cct@manchester.gov.uk**
- Telephone: **0161234 3012**

For general information about Manchester social care services please ring the Contact Centre: **0161 234 5001**

North Manchester Discharge to Assess (D2A) Team

Information for patients



Date of publication - June 2023

Powered by

What the D2A team does

Once you have been discharged from hospital, our team will talk with you and provide thorough health and social care assessments to make sure we've understood your needs.

We can then provide interventions such as physiotherapy or home adaptations to make sure you are supported to enable you to stay at home.

We will work together as one team to ensure you have high quality joined up care.

Who we help

We help anyone over the age of 18, who has given us their consent. They must live in North Manchester or have a North Manchester GP.

The hospital discharge team will refer you to us. Referrals are not limited to specific conditions.

The D2A team

We are a multidisciplinary team of highly skilled staff from health and social care:

- **Nurses** assess your medical and health needs when leaving hospital and may refer you onto other community services.
- **Occupational therapists** assess you and may recommend equipment for you to increase your independence in daily living activities.
- **Physiotherapists** assess you and may provide you with home exercises to improve your strength and mobility.
- **Pharmacists and technicians** will assess your medication needs and liaise with your GP if any new medication is needed.
- **Senior support workers** can practise any exercises with you and show you how to use equipment that is provided.

How long will I receive this service?

We can support you for up to seven days whilst assessments take place.

If you need ongoing support after seven days we will, with your agreement, arrange referrals to other community services or agencies that can support you at home.

How will I be contacted?

We will contact you by phone and arrange to visit you at home to complete your comprehensive assessments.

Your D2A assessment was completed by:

Name:

Designation:

Date: