

# Integrated Care – September Update

Welcome to the fifth edition of our update on activities and decisions around the Integration of Home, Community, Primary and Specialist Services for the Capital & Coast DHB district.

## **Care Coordination Centre (CCC) Goes ‘Live’**

On the 1st of September, in a New Zealand first, Capital and Coast District Health Board established a Care Coordination Centre, staffed from 8 AM to 6 PM seven days a week, to provide a single point of entry for referrals for access to community based health services. (There is also an after hours service for urgent calls and referrals.) The CCC is for anyone aged 16 and over who requires:

- Community allied health services
- District nursing services
- Home based services, including short term home help and personal care assistance and also for people with longer term needs (aged over 65 years)
- Respite care
- Residential care
- Community rehab services

The CCC will also start to employ more Care Managers over the coming months. The contact details for the CCC are:

Telephone (including after hours): 0800 282 200 or (04) 238 2020  
Fax: 0800 282 202 or (04) 238 2022  
Email: [wellington@coordination.org.nz](mailto:wellington@coordination.org.nz)

The following community services are exceptions to this:

- People who have a life long disability and require long term disability support should still be referred to Capital Support
- People who require rehabilitation services as a result of long term impairment, and who are 16 to 55 years, should still be referred to Capital Coast Rehab (Assessment Treatment & Rehab – AT&R).

If you are unsure where to refer someone, just call the CCC and they will help you.

The CCC is being run by the Nurse Maude Association and is based in Porirua at 10 Wineera Drive. Fran Cook has been appointed as service manager, Fran is very familiar with C&C DHB as she used to work in the rehabilitation service at Kenepuru.

## **Older Persons Service**

As part of the development of the New Regional Hospital and the Older Persons service, both Capital Coast Rehab (Assessment Treatment & Rehab – AT&R) in-patient wards are now on the Kenepuru campus in ward 3 (tel: 385 5999 ext 7332) and ward 6 (tel: 385 5999 ext 7006).

Shirley Daniel has been appointed as ATR team leader, Shirley knows Kenepuru very well as she previously worked there in the acute medical services.

Our next newsletter is due out in November. In the meantime for more information please go to the C&C DHB website at <http://www.ccdhb.org.nz/primary.htm>

