

## Other languages

This leaflet can be produced in other languages on request.

We can also provide the information in other formats including Braille, large print and audio CD. Please contact if you require help

## Compliments and complaints

The Patients Advice and Liaison Service (PALS) is a confidential NHS service that provides help, advice and information for patients, families and carers. We welcome all your feedback Contact PALS at:

- Email: [PALS@mft.nhs.uk](mailto:PALS@mft.nhs.uk)
- Telephone: 0161 276 8686

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

For general information about Trafford social services please ring the Screening team on: 0161 912 5199

## Our service is available 7 days a week

- Monday – Friday 08.00 to 20.00.
- Weekends/Bank Holidays 10.00 to 18.00.

## We are based at:

Integrated Discharge Team  
Wythenshawe Hospital  
Southmoor Road  
Wythenshawe  
Manchester M23 9LT

## Contacting us

You can contact us by phone or email

- **Tel:** 0161 291 3659
- **E-mail:** [mft.carenavigators@nhs.net](mailto:mft.carenavigators@nhs.net)

## In case of emergency please contact 111 or 999.



Manchester Local  
Care Organisation

Leading local care, improving  
lives in Manchester, with you



# Manchester & Trafford Community Care Navigators

## Public Information Leaflet



Powered by:



## Who we are

We are Community Care Navigators for Central and South Manchester and Trafford. Our team works across Wythenshawe Hospital, Manchester Royal Infirmary, and Trafford General Hospital and within the community neighbourhoods of Central/South Manchester and Trafford.

## What we do

We work closely with NHS teams, GP's, social services (council), housing trusts, charities, voluntary groups, social enterprise organisations and other community resources to ensure you are connected with the right services available to you in your local neighbourhood.

We may discuss this with you over the phone or email, in some cases we are able to visit you at home or within a local community setting.

**Your allocated Care Navigator details are:**

## Who we help

We help anyone who is 18 years old and above and who lives in Trafford or Central/South Manchester.

## How do Care Navigators work?

Do you need support in connecting with what's available to support you and your health and wellbeing in your local community?

We understand that it can be difficult navigating your way through what is available in your local neighbourhood.

We will liaise with you and our community colleagues to explore what you already have in place.

We then identify any gaps in support and link you into these services.

We then monitor to ensure these services have provided the support you require or if you need connecting further.

If you think you could benefit from having a chat with a Care Navigator, please get in touch with us via the contact details in this leaflet.

## How long will I receive this service?

Once we have connected you with the appropriate services within your community our input will end.

However, in some cases a care navigator may offer to contact you again in the near future to check that you still have appropriate support in place.

## Who provides this service?

This service is provided by Manchester Local Care Organisation (MLCO).

MLCO is the organisation that provides NHS community healthcare and adult social care in the city. It is a partnership organisation between the NHS and Manchester city Council.

You can find more about MLCO at [www.manchesterlco.org](http://www.manchesterlco.org)