Macy’s Miracle

This little girl beat ADHD
READY TO GET MORE ACTIVE?
WE CAN HELP YOU.

PHONE 0300 123 1220
WWW.ONEYOUKENT.ORG.UK
Hello!

This magazine is made by Kent Community Health NHS Foundation Trust.

The magazine is full of stories about people we have helped. It has information about our NHS services and how you can contact us or get involved.

We hope you like it.

Follow us on Facebook /KentCommunityHealth

Tweet us @NHSKentCHFT

Visit our website www.kentcht.nhs.uk

Our base
KCHFT NHS,
The Oast, Hermitage Court, Barming,
Maidstone,
Kent ME16 9NT
01622 211940

The team
Editor Fay Sinclair
Designer Julie Bignell
Created by Charlotte Morgan using CHANGE and stock images.

Adapted from the full edition of Community Health. Available online.
We are reminding everyone to keep their hands clean. It stops germs from spreading.

We are helping people in hospital who might fall over. We have checked call bells, mobility aids and are doing eye tests.

We celebrated hard work and achievement at our staff awards. Everyone had a great time.

Thank you for all you do.
Get involved!

Do you want to...

...have your say or ask a question?
Contact our Customer Care Team

Phone 0300 123 1807
Email kcht.cct@nhs.net

...volunteer for us and help out?

Phone 01474 360508 or 01795 418300
Email mariaswaby@nhs.net or carolinewheeler@nhs.net

...become a member?

Website www.kentcht.nhs.uk/FT and fill in the form

Phone 01233 667812
Email kcht.membership@nhs.net
Our brave soldier

Harry.
Harry was born with a health problem. Part of his spine didn’t grow properly. Harry has problems walking and going to the toilet.

Harry has been looked after by Jane Emslie in our Children’s Bladder and Bowel Nursing Team for 13 years. Jane gives Harry and his family help and support.

Harry needs a catheter. It helps him go for a wee. Jane showed Harry how to use it so he can go to the toilet on his own.

Harry is much more confident now. He joined the St George’s army cadet corps. Harry said, “It’s really fun.”

He also likes swimming, playing snooker and playing on his PlayStation.
Everyday volunteering heroes
Our volunteers are always happy to help out. They don’t get paid.
They help run hospital shops, with gardening and much more.

Christine Edwards and Pat Adams volunteer for our SouthEast Driveability Service. The team helps and supports disabled people to drive.

Christine has been a volunteer for more than 5 years. She said, “I jumped at the chance. Volunteering makes me feel really good.”

Pat said, “We try to help in any way we can, including making a cup of tea or coffee for people when they come in.”
Our plan for the future

Lots of people are living longer. This means that not all of our services work in the way they need to.

The NHS, social care and public health in Kent and Medway are working on a plan to make services better.

Some of the problems we have in Kent and Medway.

- There will be more people in Kent and Medway by 2031.
- 1 in 4 people have a mental health problem at some point.
- 4 in 10 people with an emergency that have go to hospital could be looked after somewhere else.
- There will be a lot of people over 70 years old in the next 5 years.
- We have some problems employing enough GPs, practice nurses and hospital doctors.
This is Dorothy’s story...

Dorothy is 79 and has type 2 diabetes, a lung condition, memory loss and depression.

She lives with her husband Bill. Bill is also unwell and her main carer. Their daughter, Sue, lives more than an hour away with her children.

We want to support Dorothy and Bill and stop them from going into hospital.

Every day in Kent and Medway, around 1,000 people are in a hospital bed when they don’t need or want to be.
We want to help people like Dorothy and Bill. We want to...

1.

We want to help Dorothy and Bill look after themselves. They will have lots of information and advice. We hope this will make them feel less alone, stressed and tired.

2.

The NHS and social care is hard to understand. It’s difficult to know who to speak to. We would like one person to look after and manage Dorothy’s care.

3.

We want everyone to live in a healthy home. This means working together to make sure it is safe.

4.

Dorothy needs expert professionals to look after her different health conditions. They will work in a team together.

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5
Dorothy will have 1 special number to call for all her community or social care. She can call 24 hours a day, 7 days a week.

6
Our team will visit quickly if Dorothy feels worse. If she needs help she will be visited at home within 2 hours.

7
If Dorothy goes into hospital, we will plan to get her home straight away. The hospital team will talk to Dorothy, Bill, Sue and her care navigator or case manager. We will visit Dorothy at home and make sure she is looked after.

8
If Dorothy’s doctor or nurse needs advice about her care they can talk to the team looking after her. This means Dorothy gets better faster. She won’t have to go to lots of outpatient appointments.

You can tell us what you think and find out more at www.kentandmedway.nhs.uk
Macy and her mum Claire.
Macy didn’t behave like other children. Her mum was worried.

Macy was sent to the hospital for tests. They found out Macy had autism, attention deficit disorder (ADHD), oppositional defiance disorder (ODD) and sleep difficulties.

Help came from Specialist Nurse Shirley Fountain. Shirley started Macy on a very low dose of medication and it calmed Macy down overnight.

Macy’s mum Claire has felt very alone at times. Seeing Shirley helped. Shirley is always happy to talk on the phone.
Things also got better when Macy went to junior school. Her teacher understood and Macy was soon top of the class.

Claire said, “People can think children with ADHD are naughty. The parents at Macy's school, her friends and classmates, have all been amazing.”

Macy is excited to be starting secondary school, she sang at her mum's wedding and has got over her fear of dogs.

Doris, the family dog and Macy are good friends. Macy tells Doris how she is feeling. If Macy is sad Doris knows and comes to give her a kiss and a cuddle.
Cuts or bruises, strains or sprains, or possibly broken bones, you don’t need an appointment to go to a minor injury unit. Some units treat minor illnesses too.

Here are some of our services you might find useful. If you need one of these services ask someone for help or visit your doctor.

**Minor injury or illness**

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**Services to help you**

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**Minor injury or illness**

Cuts or bruises, strains or sprains, or possibly broken bones, you don’t need an appointment to go to a minor injury unit. Some units treat minor illnesses too.

**Advice for carers**

Carers Trust
National charity offering services for carers.
Phone: 0844 800 4361
Website: www.carers.org

Carers UK
Carers UK is a charity that helps people who look after an older, disabled or seriously ill family member or friend.
Phone: 0808 808 7777
Website: www.carersuk.org

Carers Direct
Information and advice for carers.
Phone: 0300 123 1053
Website: www.nhs.uk/carersdirect

Kent County Council
Find out what help is available for carers.
Phone: 03000 41 61 61
For emergency support out of hours please call 03000 41 91 91
Website: www.kent.gov.uk

You can also find more help and advice on our website
www.kentcht.nhs.uk/carers

**Waiting times**

People with serious minor injuries will be seen first. You might wait a few minutes to 2 hours. There are other minor injury units in Dover, Faversham and Whitstable.
Services to help you

Children’s Therapies
Offers therapy service for disabled children from birth to 19-years-old.
Website: www.kentcht.nhs.uk

Customer Care Team
If you have a comment, complaint or compliment call the Customer Care Team.
Phone: 0300 123 1807
Text: 07899 903499
Email: kcht.cct@nhs.net

Podiatry/foot care
Help with foot health and foot problems. You need to be referred by a GP or healthcare professional.
For more information phone: 0300 123 6756

Physiotherapy
Help if you are in pain. Call to find out more.
Phone: 0300 123 0854

New Born Hearing Screening Programme
Tests the hearing of babies in west Kent, Medway and Swale.
Phone: 0300 123 3071

Toenail cutting
From £13. We can cut your toenails for you. This service is great for people who find it hard to look after their feet.
Phone: 0300 123 1554
Website: www.kentcht.nhs.uk/nails

Sexual Health
Worried about symptoms, need contraception or just looking for advice?
We run daytime and evening clinics with walk in and appointment sessions. Please contact us for more information.
Phone: 0300 790 0245
Website: www.kent.gov.uk/sexualhealth

South East DriveAbility
Advice on driving, car adaptation and car choice for disabled drivers and passengers.
Email: kcht.sedriveability@nhs.net
Phone: 0300 013 4886

Kent Continence Service
Advice and support for anyone with bladder and bowel problems, including incontinence.
Phone: 0300 790 0310

Falls Prevention (east Kent)
A service for anyone who might fall, or who has fallen.
Phone: 01303 854488
Email: kcht.fallskent@nhs.net

Have you visited our website?
www.kentcht.nhs.uk

You can…
● easily find the right service for you
● keep up-to-date with the latest news
● give us your views online
● read our latest magazine.
HEALTH AND WELLBEING SERVICES

ONE PHONE NUMBER
0300 123 1220

ONE EMAIL ADDRESS
KCHFT.HIREFERRAL@NHS.NET

Stop smoking, option 1
We can help you stop smoking.

Healthy weight, option 2
We can help you and your family be a healthy weight. We can help with foods to eat and exercise.

Health trainers, option 3
We can help you make changes in your life so you can be healthy.

NHS health checks, option 4
If you are aged 40 to 74 you could have a health check. It only takes 30 minutes.

Expert patients programme, option 5
Help for people with health problems in east Kent.

www.kenthealthandwellbeing.nhs.uk
Under 19 and worried about a health issue, have questions or need advice? Talk to your school health service.

Phone: 0300 123 4496

Everything you say is confidential.

www.kentcht.nhs.uk/schoolhealth