**Integrated Care (Complex Care Team)**

**What is the Complex Care Team?**
Complex Care is a multi-disciplinary service working across Airedale, Wharfedale and Craven. Based at Airedale General hospital, the team together with staff from healthcare, the voluntary sector and with support from adult social care, are highly skilled and offer new ways of working with individuals who have complex health and care needs. The team specialises in increasing self-care and independence, reducing dependency on health and care services and developing bespoke care plans focused on person centred goals for the individual covering physical, social and emotional needs.

**Personal Support Navigators**
One of the unique elements of the Complex Care service is our Personal Support Navigators (PSN’s), who use guided conversations and motivational interviewing techniques to work with an individual to develop personal goals that will improve their health and wellbeing. The approach is facilitative and works to support an individual to achieve their goals and ultimately sustainable results. We have found that many people will talk to and work with a Personal Support Navigator who have previously refused to work with statutory services. Through their work the team have found that sometimes obvious changes are required in a persons life, such as giving up smoking. A change like this of-course has huge health benefits but when working with an individual it is important to assess the immediate needs, these can be things like ensuring a person has a pair of much needed glasses or that their hot water is working in their home.

**Which organisations work within the Complex Care Team?**
Our Age UK Bradford and District Complex Care Team works in partnership with six other organisations to successfully provide this integrated care service. These organisations include Airedale NHS Foundation Trust, North Yorkshire County Council, Carers' Resource, City of Bradford Metropolitan District Council, Yordales Health and Bradford District Care NHS Foundation Trust.

**Category(ies):** Health & wellbeing services

**Who it is for:** For older people in the Bradford area

**Where available:** Local service covering: Bradford (West Yorkshire).

**What it costs:** This service is funded by NHS Airdale, Wharfedale and Craven Clinical Commissioning Group (CCG) and the City of Bradford Metropolitan District Council.

**How to access or apply for it:**
- By phone: 01274 391190
- By email: customerservice@ageukbd.org.uk
- At our Information and Advice Centre:
Book an appointment or drop in to the centre at 32 Kirkgate, Bradford, BD1 1QN

| Info. updated: | 04/01/2019 |

### About the service provider:

**Contact info:**  
**Age UK Bradford and District:** 13 - 17 Sunbridge Road, Bradford, BD1 2AY.  
**Telephone:** 01274 391190.

- Email them
- Visit their website
- Find them on a map

**Parent organisation:** Age UK Bradford and District