Who is HomeFirst for?

You can use HomeFirst if:
- You are registered with GPs at the following surgeries:
  - The Maples Health Centre, Broxbourne
  - Cromwell Medical Centre, Cheshunt
  - High Street Surgery, Cheshunt
  - Stockwell Lodge Medical Centre, Cheshunt
  - Warden Lodge Medical Practice, Cheshunt
  - Cuffley and Goffs Oak Medical Practice, Cuffley
  - Abbey Road Surgery, Waltham Cross
  - Stanhope Road Surgery, Waltham Cross
- You are over 18 years old
- You have been referred into the HomeFirst team by a healthcare professional such as your GP, District Nurse or the Ambulance service.

How to contact your local HomeFirst team

If you need to contact the team, please call **01992 818025**, 7 days a week between **8:00am and 6.30pm**.

If you need urgent medical help outside of these hours, please call **111** or in an emergency, dial **999**.
What is HomeFirst?

HomeFirst is a new health and social care service in Hertfordshire. It aims to ensure you get the best possible care in your home, instead of being admitted to hospital.

If you are admitted as a patient to the HomeFirst service, you will be cared for as if you were in hospital except that you stay in your own home throughout. Health and social care professionals will visit you rather than you having to go to them.

The new approach is designed to help you maintain your quality of life.

HomeFirst’s highly experienced team includes nurses, social workers, matrons, therapists and home care staff who have years of experience of caring for patients who have long term health and care problems.

The team will design a care plan with you, to meet all your health and social care needs.

The team works closely with other professionals and organisations such as your GP, Age UK, Community Meals and Housing who are there to help and support you.

How does HomeFirst work?

The HomeFirst approach is hands on and the team will work with you, drawing on their combined experience and their familiarity with your long term care needs to help spot and deal with possible problems before they arise.

If you need attention quickly, the team will respond quickly and visit you. They will do all they can to ensure you have the right care and support to stay in your own home, if at all possible.

What you need to do

You can play your part by following the advice and treatment plans set by the team, for example physiotherapy exercises, taking medication or using equipment provided for you.

The HomeFirst team is here to help you, your family and carers take better control of your medical condition. They can identify the problems you face and help you act upon them, so you can live safely in your own home, the way you want.

Hertfordshire’s new healthcare initiative

HomeFirst is a new initiative which has been planned and funded by GPs in East and North Hertfordshire.

It is a new way to care for you, bringing together expertise from community health services and social care to help you stay in your own home, the way you would want.