



## Urgent Community Response

### Contact Sirona's Single Point of Access (SPA) - 0300 125 6789

The Urgent Care Community Response offers a same day multi-disciplinary response to support people within the domiciliary setting who are at risk of an unplanned hospital admission or ED attendance.

We provide a holistic comprehensive assessment to people who need a same day urgent response **8am – 8pm, seven days a week**. We can respond within two hours when required.

### Referral criteria:- ( Adults 18 Years+)

- Anyone who is acutely unwell and requires an urgent assessment within **two hours** to prevent an unplanned hospital admission/ED attendance.
- Anyone who is acutely unwell and requires a **same-day** urgent assessment to prevent an unplanned hospital admission/ED attendance.
- Anyone who has a deterioration in functional ability and is at risk of hospital admission within 48 hours.

Referrals are made via SPA by any health or social care professional who feels their patient may benefit from an urgent care response. **0300 125 6789**

### We can offer:

- Intense monitoring and Advanced Care Plan review following initial assessment for up to 72 hours
- Medication review and where appropriate stop/start of medications
- Support to safely remain at home
- Consideration of mental capacity, consent and safeguarding
- Facilitation of appropriate diagnostics
- Identification of red flags and safety netting advice
- Liaison with the wider INT/MDT/SASS/VSCE
- Equipment assessment
- Holistic history taking
- Clinical observations/NEWS2 score
- Arranging acute admission

Service provided by