

GP Practice Briefing

Reactive Emergency Assessment Community Team (REACT)

Start date: 8th January 2018

Background

Within Suffolk we have a typically older catchment population than the UK average with people living longer with poorer health. With these evolving demographics, and the projected rise in patients over 75, we need to ensure East Suffolk has a robust admission avoidance service that can facilitate patients to receive the right care, at the right time and in the right place. Supporting patients to remain at home, rather than spend unnecessary time in hospital, minimises the risk of deconditioning and the development of hospital-acquired infections that frail older persons are at higher risk of developing.

The current pressures on Ipswich Hospital NHS Trust's A&E department are unsustainable, especially given the forecasted changes in our demographics. Between April 2017 and June 2017, there was a 6.3% increase in the number of over 75s presenting to A&E compared with the same period last year. This has prompted service re-design to put measures in place to mitigate the risks.

The Crisis Action Team (CAT) was set up in October 2015 to support patients experiencing a crisis to receive treatment away from the traditional hospital environment and be supported and re-abled in their own home. The project has demonstrated its ability to contribute to admission avoidance but no longer has the capacity to manage the demand. Between April 2017 and August 2017 the CAT team declined 140 referrals (21%) due to having no capacity in the team to assess and support them.

In order to increase capacity and flexibility to meet demands, REACT will see the Crisis Action Team, APS East, the Emergency Therapy Team (based at the front door of Ipswich Hospital), and the Frailty Assessment Base integrate into one streamlined robust admission avoidance service for East Suffolk.

What is it?

The REACT service is focused on multi-agency support and will consist of Nursing staff, Therapy staff, generic worker reablement support, social services, Suffolk Family carers and British Red Cross. The initial REACT response will be provided within two hours, where appropriate.

The team will respond to referrals from the community where the risk of admission is imminent. In addition REACT will assess patients in A&E, FAB, Brantham Assessment Unit and any patient on Brantham ward who is less than 24 hours into their stay in Ipswich Hospital. Patients in fracture clinic can also be referred to REACT.

This service will be available 24/7, 365 days a year. FAB will remain 8am-6pm Monday to Friday, excluding bank holidays.

The service eligibility criteria include:

- Patients aged 18 and over who are medically stable enough to be managed in the community and for whom a hospital admission would not be appropriate
- Registered with a GP in the Ipswich and east Suffolk area
- A patient, who without support, would be at immediate risk of admission or emergency department attendance

REACT staff will be co-located to one base at 86 Sandy Hill Lane with staff in-reaching to Ipswich Hospital NHS Trust ensuring the Frailty Assessment Base, Brantham Assessment Unit (Pod) and A&E are effectively resourced. The co-location will allow staff to flex across the acute (front door services) and community sector depending on admission avoidance demand maximising use of resources and available capacity

Benefits to patients

- Two hour response time from referral to make contact with the patient and further triage to establish what face to face response is required. The face to face response will be scheduled as soon as possible with the appropriate clinician on receipt of the referral information
- Treatment in the community to avoid a hospital stay
- Ability for the patient to access on-going services as appropriate

How do I refer?

The REACT service is accessed by telephone referral only. Please use the Care Coordination Centre number for referrals: [0300 123 2425](tel:03001232425) and ask for the REACT triage.

- The call analyst will take the patient's details before transferring the call to the REACT triage clinician
- The REACT triage clinician will discuss the patient's needs with you and provide an indicative time of assessment
- A key worker will be nominated post initial assessment who will then oversee the patient's intervention plan and be the point of contact with you regarding the patient. The key worker will contact you at critical points in the patient's pathway and collate the discharge and self-care plans, sending them to you on discharge from the service
- In order to maximise multi-agency working please ask your patient to consent to share their details.
- REACT will also accept pathway referrals from NHS 111 out of hours

FAB referrals are made using existing method of contact:

Tel: Hot Phone: (mon-fri 09:00-17:00) [07930 181236](tel:07930181236)

Email: ihn-tr.FAB@nhs.net

Who to contact

If you have any queries or need any further information about this service please contact the Commissioning Implementation team on 01473 770209.