

GP Practice Briefing Crisis Action Team (CAT)

Background

Ipswich and East Suffolk CCG has publicised and encouraged practices to utilise a number of Admission Avoidance Schemes in recent years particularly to support the health system in winter. Following the evaluation last winter a need for a service for patients in crisis but manageable in the community was highlighted.

For winter 2015/16, the Crisis Action Team (CAT) is a 24/7 multi-agency team (health, social care and voluntary care) which aims to reduce avoidable emergency admissions. This will be achieved by supporting adults experiencing a “crisis” situation to remain in their own home and/or enable rapid discharge from the emergency department to prevent an emergency admission. Although this is a community based service, for the duration of this six month pilot the service will be hosted by Ipswich Hospital.

What is it?

The CAT service is for patients you consider to be in a crisis, are medically stable enough to be managed in the community and for whom a hospital admission would not be appropriate.

The CAT service is focussed on multi-agency support, provided within two hours for those patients with an imminent risk of admission.

The service eligibility criteria includes:

- Patients aged 18 years and over
- Registered with a GP in the Ipswich and east Suffolk area
- Experiencing a crisis situation which without support would result in an acute admission or emergency department attendance i.e. change of health needs, carer breakdown or risk to safety, health and wellbeing

During the pilot the service will not be able to assist people with the following needs:

- Paediatrics
- Acute adult mental health needs
- Drug and alcohol acute/emergency exacerbation

The CAT service is not a replacement of existing admission avoidance schemes. It is an additional service to complement the suite of options already available to support patients in the community. To ensure sufficient capacity for the CAT service to manage crisis situations, please continue to use existing community health and social care services where appropriate.

The CAT service is based on a ‘no wrong door’ model and practices are asked to support the optimisation of this by gaining consent from the patient for their information to be shared with other organisations prior to referral.

Benefits to patients

- Two hour response time from referral and will aim to reach the patient as soon as possible 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 CAT service is accessed by telephone referral only. Please use the Care Coordination Centre number for referrals: 0300 123 2425 and ask for the Crisis Action Team.

- The call analyst will take the patient's details before transferring the call to the CAT triage clinician
- The CAT triage clinician will discuss the patient's needs with you and provide an indicative time of assessment (within two hours)
- 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.

Who to contact

If you have any queries or need any further information about this service please contact the Commissioning Implementation team on 01473 770267.