



NHS

*Ipswich and East Suffolk
Clinical Commissioning Group*

2015/16 Winter Schemes Briefing Sheet

CRISIS ACTION TEAM (CAT)

CAN REFER TO: **FRAILTY ASSESSMENT BASE (FAB)** & **COMMUNITY REABLEMENT BEDS**

Hours: 24/7

What is it? A six-month multi-agency (health, social and voluntary care) pilot to reduce avoidable emergency admissions by supporting adults experiencing a "crisis" situation to remain in their own homes and/or enable rapid discharge from A&E to prevent an admission.

How do I make a referral?

Via the Care Co-ordination Centre on **0300 123 2425** and request the Crisis Action Team.

A clinician will discuss your referral needs and agree an approach for your patient/customer who is in a "crisis", providing an approximate time of assessment, ideally within 2 hours.

FRAILTY ASSESSMENT BASE (FAB)

CAN REFER TO: **CRISIS ACTION TEAM (CAT) & COMMUNITY REABLEMENT BEDS**

Hours: Monday to Friday, 9am to 5pm.

What is it? A six-month pilot based at Ipswich Hospital. It is a consultant-led multidisciplinary service providing Comprehensive Geriatric Assessment for frail older patients at risk of acute admission. All patients will be seen within 2 working days or sooner based upon clinical need.

How do I make a referral?

Via the Interface Geriatrician
Hot phone: 07930 181236 /
ihn-tr.FAB@nhs.net

Patients will also be identified as appropriate for this service whilst in A&E / EAU.

ADMISSIONS AND READMISSIONS AVOIDANCE (ARAS) SCHEME

What is it? This scheme will support vulnerable people being discharged from hospital by co-ordinating support services within an intensive 72 hour period to ensure all appropriate assistance is in place and preventing hospital readmissions.

Contact:

07889 644 422

COMMUNITY REABLEMENT BEDS

Hours: Referrals 9am to 5pm (excluding Weekends and Bank Holidays).

What is it? An admission avoidance scheme to provide up to 24 community reablement beds in Stowmarket, Ipswich and Felixstowe areas to provide step up and step across care to medically stable patients who have a short-term low level reablement need.

How do I make a referral?

GP carries out face to face assessment and assesses if medically stable and suitable for an out of hospital/community reablement bed. GP discusses the medical suitability of the patient with Interface Geriatrician - **07930 181236**. If Interface Geriatrician agrees that the patient is medically suitable for the bed - GP refers to the Crisis Action Team (CAT) - **0300 123 2425**.

HOSPITAL AMBULANCE LIAISON OFFICERS (HALOS)

HALO staff will be located in the Emergency Department at Ipswich Hospital from 14 September 2015 to help reduce ambulance turnaround delays for winter 2015/16 and provide education to ambulance crews of alternative services.

Contact:

07921 029 026

TOWN PASTORS

Hours: Friday and Saturday,
10pm-4am and Bank Holidays.

What is it? Support for intoxicated
/ vulnerable people in Ipswich town
centre.

SUFFOLK FAMILY CARERS RESPITE ON PRESCRIPTION

What is it? Project to enable carers to attend hospital appointments whilst their 'cared for' individuals have a period of respite.

Contact:
01473 835 407

SUFFOLK FAMILY CARERS MOVING AND HANDLING TRAINING

What is it? Project to train 90 carers in manual handling in Ipswich and East Suffolk; focused on falls prevention.

How do I make a referral?

Referrals via: www.suffolkfamilycarers.org/index.php/professionals/moving-without-injury/mh-form

Existing Admission Prevention Services for Ipswich and East Suffolk can still be accessed as follows:

ADMISSION PREVENTION SERVICE

Hours: 24/7

What is it? If a person is medically stable but requires nursing or functional assessment for a health crisis, administration of IV antibiotic, sub-cut infusions, anti-coag management including administration of oral Vitamin K, monitoring of unstable INR, first catheterisations following medical assessment,

co-ordination of integrated packages of care and referral to specialist services.

Contact:

Ipswich and East Suffolk Service:
Care Co-ordination Centre

0300 123 2425

Fax: 01473 276 470

Mobile: 07970 847 449

COMMUNITY HOSPITALS

Hours: 24/7

Aldeburgh Community Hospital,
Bluebird Lodge Community Hospital,
Felixstowe Community Hospital.

All Community Hospitals provide a step up/step across service when capacity is available.

Contact:

GP carries out face to face assessment and assesses if medically stable and suitable for an out of hospital/community reablement bed. GP discusses the medical suitability of the patient with Interface Geriatrician - **07930 181236**. If Interface Geriatrician agrees that the patient is medically suitable for the bed - GP refers to the Crisis Action Team (CAT) - **0300 123 2425**.

EMERGENCY ASSESSMENT UNIT (EAU)

Hours: Monday to Friday, 9am to 7pm.

For consultant advice, urgent out-patient appointment (same day / next day) or to discuss acceptance of people from the community.

Contact:

Ipswich Hospital:
EAU consultant
01473 712 233
and ask for bleep 620

SUFFOLK COPD SERVICE

Hours: Monday to Friday, 8am to 6:30pm (referrals up to 6pm),
Saturday and Sunday 8am to 4pm.

What is it? If a person requires admission avoidance (same day assessment) for acute exacerbation of COPD, home oxygen assessments for all conditions (excluding end of life), advice regarding COPD.

Contact:

Ipswich and East Suffolk Service:
Care Co-ordination Centre

0300 123 2425

Fax: 01473 276 470

Mobile: 07415 261 959

INTERFACE GERIATRICS HOT CLINIC

Hours: Monday to Friday, 9am to 5pm.

What is it? Any patient who is not acutely unwell requiring hospital admission, but has complex co-morbidities or geriatric symptoms (e.g. falls, delirium, incontinence, immobility) that require urgent review and cannot wait for a formal outpatient review.

Contact:

07930 181 236

FLEXIBLE DEMENTIA SERVICE

Hours: Monday to Friday (excluding Bank Holidays), 8am to 5:20pm, (4:25pm Friday).

For people affected by dementia in crisis or potential crisis situations. A flexible social care reablement support service enabling people to remain in their own homes. Admission avoidance (same day assessment).

Deployed through SCC ACS
through referral to Customer First
0345 6066 167

DEMENTIA INTENSIVE SUPPORT TEAM (DIST)

Hours: Monday to Friday, 9am to 5pm.

What is it? If a person has a diagnosis or suspected diagnosis of dementia and has a failing package of care (formal or informal) due to the presence of either behavioural or psychological symptoms of dementia (BPSD) or a delirium and therefore requires healthcare advice, assessment or support.

Contact:

Ipswich and East Suffolk Service:

07852 769 172

01473 891 733

(IHT & EEAST referrals)

FALLS DIRECTORY

The online Falls Directory is available for health and social care professionals to locate the most appropriate services for patients to access once recognised they fit into one of the below categories: at risk of falling, in the event of a fall, fall rehabilitation.

<http://www.fallsdirectoryipswich.co.uk/>