


Services to keep people in their own home in Ipswich and East Suffolk (For ambulance crew)

Winter 20/21

Please refer to MiDoS for more information. If you haven't got your MiDoS login please email MiDoS@eastamb.nhs.uk

Service	How to refer
Care Co-ordination Centre Single point of referral for community healthcare services, including access to community nursing and therapy, falls assessment and management, COPD Service, REACT, urgent in-hours social care response, specialist nurses, equipment provision and home support.	Hours: 24/7 Tel: 0300 123 2425 Referrals will be triaged to the most appropriate team.
Reactive Emergency Assessment Community Team (REACT) <ul style="list-style-type: none"> Multi-agency team (health, social care and VCS) to reduce avoidable ED attendances Short term support for adults in crisis situations Urgent assessment can be arranged within 2 hours. Geriatrician via the Frailty Assessment Base (FAB). Designated care homes team now available Provides short-term primary, secondary and community care approach for patients with nursing needs, to be treated in their own home and to prevent an acute admission. Hosts the OPAT service (outpatient parenteral antimicrobial therapy) to manage the delivery of intravenous antibiotics to patients who are medically stable, within their own homes. REACT provides an admission avoidance service to ED and fracture clinic at Ipswich Hospital, ensuring patients are supported to remain in the community wherever possible. 	Hours: 24/7 Core team available 08:00 - 20:00 365 days a year Tel: Care Co-ordination Centre on 0300 123 2425 and request REACT Referrals for OPAT via primary care for GP support and then ring Rushmere Day Unit (Ipswich Hospital) 01473 707682 option 2.
End of Life Co-ordination Centre including Specialist Palliative Care Advice: OneCall <ul style="list-style-type: none"> Enhanced service during Covid-19, coordinating EOL care in the community through OneCall Rapid response visiting capability in and out of hours (via REACT and hospice reactive team) Includes hospice and palliative care support from St Elizabeth Hospice, Ipswich Advice and support for patients, families and clinicians in the community Patient does NOT need to be known to the hospice to gain support 	EOL Co-ordination Centre via OneCall – 24/7 Tel: 0800 567 0111

Service	How to refer
Dementia Intensive Support Team (East) (DISTE) Patients with a known or suspected dementia in the community or acute hospital presenting with a dementia related crisis:- a change in behavior, delirium or care breakdown - requiring healthcare advice, assessment or support. This team is now based in the community with REACT and will cross-refer between teams when required	Hours: Mon-Fri 09:00-17:00 Tel: 01473 891733 / 07852 769172
First Response A 24/7 service for people of all ages in Suffolk and Norfolk requiring mental health care, advice and support.	Hours: 24/7 Tel: 0808 196 3494
Access and Assessment Team <ul style="list-style-type: none"> Advice and assessment on all mental health conditions for individuals who are 25 and over Triage, assessment and signposting of referrals within agreed time limits Team do not provide long term treatment but can make referrals to other mental health teams following assessment, if needed. 	Hours: Mon-Fri 08:00-20:00 Tel: 0300 123 1334 The phone line is open 09:00 – 17:00 excluding bank holidays. Outside of these hours the phone line automatically diverts to the First Response Service above who will support professional and service user callers.
Suffolk Wellbeing Service: Living Life to The Full Living Life to the Full (LLTFF) is a life skills course that aims to provide access to high quality, practical and user-friendly training in life skills. This uses award winning CBT treatment tools enabling people to tackle and respond to issues/demands which we all meet in our everyday lives. Courses cover low mood, stress, anxiety and resilience, how to tackle problems, build confidence, get going again, feel happier, stay calm, and more. There are resources specific for people with long term conditions including chronic pain and perinatal. There is the option for support from an IAPT worker at Wellbeing Suffolk if required.	Online: https://lltff4suffolk.com/ To access the resources, people need to complete the mood quiz.  Living Life to the Full Want to live life to the full and overcome stress and low mood? For further resources visit www.wellbeingnands.co.uk

