

Services to Support Admission Prevention in Ipswich and East Suffolk

Winter 2020/21 Version 0.6

Please refer to the Directory of Services for more information.

For the latest news on service availability and clinical information from Colchester and Ipswich Hospitals, please go to <https://esneftlink.org/>

Service	How to refer
<p>Care Co-ordination Centre (CCC) Single point of referral for the Integrated Neighbourhood Teams (INTs) providing community health and care services, including access to community nursing and therapy, falls assessment and management, urgent in-hours social care response, specialist nurses, equipment provision and home support. The COPD Service & REACT are also accessible via the CCC (see below).</p>	<p>Hours: 24/7</p> <p>Tel: 0300 123 2425</p> <p>Email: suffolkcommunityhealthcare.referrals@nhs.net</p> <p>Referrals will be triaged to the most appropriate team.</p>
<p>Reactive Emergency Assessment Community Team (REACT)</p> <ul style="list-style-type: none"> Multi-agency team (health, social care and VCS) to reduce avoidable ED attendances /admissions Short term support for adults (18 years +) in crisis situations Geriatrician via the Frailty Assessment Base (FAB) and step up to community beds. 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. 	<p>Hours: 24/7</p> <p>Urgent assessment can be arranged within 2 hours</p> <p>REACT can access an Interface Core team available 08:00 - 20:00 365 days a year</p> <p>Tel: Care Co-ordination Centre on 0300 123 2425 and request REACT</p> <p>REACT comprises nurses, occupational therapists, physiotherapists, healthcare assistants, generic workers, British Red Cross and Family Carers support workers.</p>
<p>OPAT (Outpatient Parenteral Antimicrobial Therapy) REACT hosts the OPAT service to manage the delivery of intravenous antibiotics to patients who are medically stable, within their own homes.</p>	<p>Hours: Mon- Fri 08:00-16:00</p> <p>Referrals for OPAT via primary care for GP support and then ring Rushmere Day Unit (Ipswich Hospital)</p> <p>Tel: 01473 707682 (option 2)</p>

Service	How to refer
<p>British Red Cross <i>The British Red Cross (BRC) offers short-term practical and emotional support at home, to help people regain their independence.</i></p> <p><i>The British Red Cross REACT service - support workers work alongside clinical staff to support patients in crisis. Community referrals should be made to this team via the CCC.</i></p>	<p>Hours: In REACT the BRC service is provided: Mon-Sun 10am – 6pm</p> <p>For community referrals Tel: Care Co-ordination Centre on 0300 123 2425 and request the REACT team.</p> <p>BRC Supported Discharge Ipswich Hospital also has a BRC team that supports discharges from acute wards (01473 702485)</p>
<p>Community Hospitals <i>If your patient is medically stable but at risk of admission and would be suitable for a period of short term reablement,</i></p> <ul style="list-style-type: none"> Aldeburgh Community Hospital Felixstowe Community Hospital STARR Centre* at Bluebird Lodge, Ipswich. <p><i>*Short Term Assessment, Reablement and Rehabilitation Centre (STARR)</i></p>	<p>Referrals from GP, community healthcare team or Community Matrons for Step up admissions</p> <p>Via REACT for an assessment. Contact Care Co-ordination Centre on 0300 123 2425</p> <p>9.00 – 17.00 Monday to Friday</p>
<p>Community Matrons <i>Support patients with long term conditions, whose needs are complex and are at risk of admission or re-admission to acute services. Provide case management support, helping patients recognise, understand and self-manage their condition in order to promote independence and improve their quality of life.</i></p>	<p>Hours: Mon-Fri 09:00-17:00 Email: Complete referral form on DXS or email Care Coordination Centre (see above)</p> <p>Referral criteria: The patient will have at least one long term condition and 2 or more of the following:</p> <ul style="list-style-type: none"> - 3 or more hospital admissions / A&E attendances in last 6 months - 2 or more falls in the past 2 months - Recent admission > 4wks duration - High user of GP services - Suffered a bereavement within the last year (at risk of medical/ social decline) - People taking 5 or more medications
<p>Suffolk COPD Service</p> <ul style="list-style-type: none"> Patients ≥ 18 years with a confirmed diagnosis of COPD, being treated with antibiotics and/or prednisolone for an acute exacerbation Same day assessment for acute exacerbation of COPD Home oxygen assessments (including End of Life) 	<p>7 days per week Mon-Fri: 08:00-18:30 Sat/Sun: 08:00-16:00 BH: 08:00-16:00</p> <p>Tel: 0300 123 2425 and request the COPD service</p>



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<p>Dementia Intensive Support Team (East) (DISTE)</p> <p><i>Patients with a known or suspected dementia in the community or acute hospital presenting with a dementia related crisis, a change in behaviour, 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.</i></p>	<p>Hours: Mon – Fri 09:00-17:00</p> <p>Tel: 01473 891733 or 07852 769172</p>
<p>Interface Geriatrician Hot Phone for Advice</p> <ul style="list-style-type: none"> • Phone held by consultant geriatrician 9am-5pm Mon - Fri • Clinician to clinician discussion to agree suitable approach for patient • Advice provided and face to face assessment arranged for patient if required on FAB (see below) 	<p>Ipswich Hospital</p> <p>Hours: Mon-Fri 09:00-17:00 Except bank holidays</p> <p>Tel: 07930 181236</p>
<p>Frailty Assessment Base (FAB)</p> <ul style="list-style-type: none"> • Multidisciplinary comprehensive geriatric assessment for frail individuals (frequent fallers, new onset of immobility, acute confusion) at risk of acute admission • Assess in FAB with aim to clarify medical stability and avoid hospital admission where possible • Aim to support patients within their current place of residence • FAB can step patients up into community beds if they are not safe to remain at home, but do not require an acute hospital bed. • The team comprises geriatricians, nurses, pharmacists, physiotherapists, healthcare assistants • Works closely with REACT to provide wrap-around care to support patients to remain in the community wherever possible. 	<p>Ipswich Hospital</p> <p>Hours: Mon-Fri 08:00-18:00 Except bank holidays</p> <p>For urgent referrals / advice (appointment within 48 hours), please use Geriatrician hot phone: 07930 181236</p> <p>For non-urgent referrals / advice (seen within 2 weeks) please email: chu-ftp.FAB@nhs.net</p>

Service	How to refer
<p>Acute Oncology Service (AOS)</p> <ul style="list-style-type: none"> • Clinical Nurse Specialist • Consultant Oncologist on call • Consultant Haematologist on call 	<p>Ipswich Hospital</p> <p>Hours (Clinical Nurse Specialist): Mon-Fri: 08:00-18:00 Referral via hospital switchboard Bleep 651 / Ext 6127 Tel: 07903 049003</p> <p>Consultant Oncologist/Haematologist on call via hospital Switchboard 24/7</p>
<p>Emergency Assessment Unit (EAU)</p> <p><i>All urgent or emergency medical patients are seen, assessed and a decision is made whether they can be discharged or need to stay in hospital.</i></p> <p><i>Referrals are accepted from GPs and ED.</i></p>	<p>Ipswich Hospital</p> <p>Hours: 24/7</p> <p>Tel: 01473 712233 and ask for bleep 620. After 5pm ask for 'medical admissions' and speak to the on-call consultant.</p>
<p>Surgical Assessment Unit (SAU)</p> <p><i>All urgent or emergency surgical patients are seen, assessed and a decision is made whether they can be discharged or need to stay in hospital.</i></p> <p><i>Referrals are accepted from GPs and ED.</i></p>	<p>Ipswich Hospital</p> <p>Hours: 24/7</p> <p>Tel: 01473 712233 and ask for 'on-call surgical registrar' (bleep 182)</p>
<p>Paediatric Assessment Unit (PAU)</p> <p><i>Paediatric referrals from GPs, Midwives, Health Visitors or Community Nurses.</i></p> <p><i>There is also open access for patients with long-term conditions.</i></p>	<p>Ipswich Hospital</p> <p>Hours: Mon-Fri 09:00-21:30 (summer) Mon-Fri 09:00-23:30 (winter) Sat/ Sun 12:00-18:30 <i>Outside of these hours via Bergholt ward</i></p> <p>For referrals please ask for the Paediatric SHO via switchboard. For advice calls or for babies aged less than 28 days please ask for the Paediatric Registrar via switchboard.</p>
<p>Emergency Gynaecology Assessment Unit (EGAU)</p> <p><i>Early pregnancy pathway. Referrals from GPs, midwives & ED.</i></p>	<p>Ipswich Hospital</p> <p>Hours: Mon – Fri 08:00-18:00 Tel: 01473 703671 Out of hours via on-call SHO (bleep 397)</p>



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<p>First Response A 24/7 service for people of all ages in Suffolk and Norfolk requiring mental health care, advice and support.</p>	<p>Hours: 24/7 Tel: 0808 196 3494</p>
<p>Access and Assessment Team</p> <ul style="list-style-type: none"> Advice and assessment on all mental health conditions for individuals who are 25 and over Team do not provide long term treatment but can make referrals to other mental health teams following assessment, if needed. We accept referrals when: <ul style="list-style-type: none"> A GP or other health or social care professional has contact with a person who consents to an assessment by the service of their emotional or mental health needs where these are causing concern. Advice and guidance regarding medications or interventions for mental health needs is required. 	<p>Hours: Service is open Mon-Fri 08:00 – 20:00 Tel: 0300 123 1334</p> <p>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.</p> <p>Email: nmh-tr.suffolkaccessandassessmentteam@nhs.net</p>
<p>Suffolk Wellbeing Service: Living Life to The Full Living Life to the Full (LLTF) is a life skills course that aims to provide access to high quality, practical and user-friendly training in life skills using award winning CBT treatment tools enabling people to tackle and respond to issues/demands which we all meet in our everyday lives.</p> <p>Courses cover low mood, stress, anxiety and resilience, how to tackle problems, build confidence, get going again, feel happier, stay calm, and more.</p> <p>There are resources specific for people with long term conditions including chronic pain and perinatal resources too.</p>	<p>Online: https://lltf4suffolk.com/</p> <p>To access the resources, people need to complete the mood quiz. There is the option for support from an IAPT worker at Wellbeing Suffolk if required.</p> 

Service	How to refer
<p>Wellbeing Suffolk Help and support to improve wellbeing and manage stress, low mood and anxiety. Services include the following:</p> <ul style="list-style-type: none"> One off workshops Psychoeducational courses Social Groups Guided telephone support Relationship Counselling One to one short term therapy Employment Support Peer Support 	<p>Hours: Mon-Fri 08:00 – 20:00</p> <p>Online self-referral or professional referral (24/7): www.wellbeingnands.co.uk</p> <p>Telephone self-referral: 0300 123 1503</p>
<p>Turning Point: Drug and Alcohol Support Services Integrated substance misuse service for Suffolk. Support services for drug and alcohol recovery for adults and young people (no age restrictions).</p>	<p>Hours: Mon/Wed/Thurs/Fri: 10:00-15:00 Tues: 1pm-3pm Except bank holidays Tel: 01473 220240</p> <p>Limited Face-to-face during COVID-19. See website below for further details. www.wellbeing.turning-point.co.uk/Suffolk</p>
<p>Suffolk Night Owls A telephone, text and email support service for anyone who needs emotional support including those with complex emotional needs. Support line workers will be there to listen and support individuals. They have experience of working within mental health services. A place to get impartial support and information in a non-judgmental way</p>	<p>Hours: 7 days a week, 19:00-01:00</p> <p>Tel: 0300 111 6000 (for queries) To use the line, people need to register online at: https://www.suffolkmind.org.uk/services/suffolk-night-owls-telephone-support-line/</p> <p>Once registered, individuals are contacted and given a number to call which can then be used for support during the times of crisis.</p>
<p>Kooth A free online counselling and emotional wellbeing support service for 11-25 year olds in Suffolk.</p> <p>The service offers support or advice on any topic they wish from coping with exam stress or bullying, seeking help for an eating disorder, dealing with suicidal thoughts or handling sexual abuse.</p>	<p>Virtual drop-in or bookable chat sessions are available during the following hours: 12 noon – 22:00 weekdays 18:00 – 22:00 weekends</p> <p>https://www.kooth.com/</p>



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<p>Stay Alive App</p> 	
<p>Customer First <i>First point of contact for social care enquiries and referrals for Suffolk. They deal with adult and children's services, AMHP referrals, adult safeguarding and child protection, and have a dedicated MASH professional consultation line to support queries around these areas.</i></p>	<p>24/7 Out of hours calls diverted to Emergency Duty Service</p> <p>Tel: 0345 606 6167 MASH professional consultation line: 0345 606 1499</p> <p>Online: https://www.suffolk.gov.uk/care-and-support-for-adults/how-social-care-can-help/contact-adult-social-care/ www.suffolk.gov.uk/adultsafeguardingreferral</p> <p>Note: phone numbers are for professionals only (prioritised & specific line)</p>
<p>End of Life Co-ordination Centre including Specialist Palliative Care Advice: OneCall</p> <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 	<p>EOL Co-ordination Centre via OneCall – 24/7</p> <p>Tel: 0800 567 0111</p>

Service	How to refer
<p>Marie Curie Nursing service</p> <ul style="list-style-type: none"> Planned nursing service offering overnight care (10 pm to 7am) seven days a week. Requests for care can be made up to two weeks in advance, and sometimes up to four weeks in advance. All care is provided by registered nurses and senior healthcare assistants. 	<p>Referrals accepted via DN or CHC co-ordinator</p> <p>Call Eastern Hub on 01604 258 765</p> <p>Hours: Monday to Sunday 08.00 to 22.00</p> <p>Email: mcwestmidlands.hub@nhs.net</p>
<p>Suffolk Family Carers Information Hub <i>Support for family carers of all ages, offering Information, advice & guidance and a route through to carers' services</i></p> <p>Carers' assessments are accessed via Customer First 0808 800 4005</p> <p>REACT has SFC as part of the service Mon – Fri 8:30am – 4.30pm</p>	<p>Hours:</p> <p>By phone: Mon – Friday, 8am – 5pm – 01473 835477</p> <p>On-line chat via website Mon – Fri, 8am – 8pm Sat & Sun 9am – 1pm Email – Hello@suffolkfamilycarers.org</p> <p>REACT: Via Care Co-ordination Centre on 0300 123 2425 and request REACT</p>



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Service	24/7	In-hours Mon-Fri	In-hours Incl time at weekends	Out of hours
Access and Assessment Team		✓ until 8pm		
Acute Oncology Service		✓		On call
British Red Cross (REACT service)			✓	
Care co-ordination centre	✓			
Community Hospitals – admissions		✓		
Community Matrons		✓		
COPD service			✓	
Customer First	✓			
Dementia Intensive Support Team		✓		
Emergency Assessment Unit (EAU)	✓			
Emergency Gynaecology Assessment Unit (EGAU)		✓		✓ On call
End of Life Co-ordination centre	✓			
First Response	✓			
Frailty Assessment Base (FAB)		✓		
Interface geriatrician hot phone		✓		
Kooth			✓ + eves	
Marie Curie Nursing Service		✓		✓
OPAT		✓		
Paediatric Assessment Unit (PAU)			✓ + eves	
REACT	✓			
Suffolk Family Carers Hub			✓	
Suffolk Night Owls				✓
Suffolk Wellbeing Service (Living Life To The Full)	✓			

Service	24/7	In-hours Mon-Fri	In-hours Incl time at weekends	Out of hours
Surgical Assessment Unit (SAU)	✓			
Turning Point (drug and alcohol support service)		✓		
Wellbeing Suffolk		✓		

