Help with urgent care at home for your patients – within two hours of being referred

Somerset Urgent Community Response is here to help any patient (over 18), who is at risk of a hospital admission if they are not seen urgently.

It provides a two-hour urgent assessment at home (including care homes) for patients who need urgent but not emergency care.

Scan the QR code to watch our video

This may be due to a clinical condition such as:

- Falls: Level 1 (no injury falls), Level 2 falls (fall with minor injury). All locality teams and Rapid Response teams have Mangar lifting equipment at base to respond rapidly to avoid ambulance call outs.

- A new or acute problem (such as an infection), an exacerbation of a chronic condition, where the condition can be safely treated out of hospital, but its functional consequences may mean that the individual is at risk of hospital admission.

- Serious illness where treatment at home is in keeping with the person's wishes as part of a pre-agreed treatment escalation plan.

- Patients in receipt of palliative care who **MAY** be in a crisis **AND** wish to be treated at home or usual place of residence as part of a pre-agreed treatment escalation plan rather than be admitted to hospital. This will be with the full understanding that the same level of diagnostics and support may not be provided in the community.

The service operates 7 days per week, 8 am – 8 pm.

It can be accessed by health professionals via Somerset Primary Link (SPL). The UCR service is delivered by district nurses, including Advanced Clinical Practitioners (ACP's) and Rapid Response teams across the county.

SPL will need basic demographics such as the residents name, location, date of birth and NHS number if you have it. Please also provide a summary of their situation and main reason for requesting Somerset UCR.

If you aren't sure whether a patient might be suitable, please call the Somerset Primary Link who will be able to advise you.

Call Somerset Primary Link on 01749 836 700 ask for Option 1