



2 Hour Urgent Care Response to Care Homes

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November 17th 2022

2 Hour Urgent Community Response (UCR)



Do you know there are teams of advanced clinicians in your community who can respond within two hours if your residents' health or wellbeing suddenly deteriorates.

The 2-hour Urgent Community Response Team provides urgent care to people in the place they call home, this helps people to receive care at home with help from wrap around community services.

It's a service that is made up of a multidisciplinary team that may include: Nurses (Inc. District Nurses and community nurses), Advanced Clinical Practitioners, Physiotherapists, Occupational Therapists and Paramedics who can carry out assessments, order tests, diagnose, prescribe and order equipment within two hours of referral.

The service operates from:

08:00 - 20:00 7 days a week 365 days a year including bank holidays

Who can access the service ?

- Any one over the age of 18 who is living in their own home or a care home.
- Is in a crisis and needs intervention within two hours to stay safely in the care home and avoid admission to hospital.
- Is living with dementia
- Is medically safe to be treated/cared for in a community setting

If you think a resident might be admitted to hospital unless they are seen within two hours, call your UCR team.

Typical conditions suitable to refer for a two-hour UCR response, include but are not limited to:

- Falls,
- Increasing frailty,
- Reduced function/reduced mobility,
- Urgent equipment provision,
- Confusion/delirium, acute worsening of dementia and/or delirium
- Urgent catheter care
- Urgent support for diabetes
- Urgent support for respiratory conditions

Benefits of using Urgent Community Response



The Benefits of 2 hour Urgent Community Response are to support people:

- To remain at home when things start to get difficult
- Recover after a fall, accident, acute illness or operation that would otherwise put them at risk of going into hospital
- Reduce the risk of being admitted to hospital which may result in further deconditioning.
- Return home more quickly after a hospital stay

How can you make a referral?

UCR teams have been rolled out across the country.

There will be one in your area, improving peoples experiences and outcomes.

Contact your local UCR team directly or through your normal access routes for your area (i.e. telemedicine/triage).

The UCR team will complete an initial triage and clinical assessment to understand a persons needs and respond within 2 hours.

Key Messages

Think

- Could my resident benefit from a 2 hour Urgent community response?

Ask

- What are the contact details for my local Urgent Community Response Team

Do

- **Contact the 2 hour Urgent Community Response team if your resident is in a crisis and needs intervention within two hours to stay safely in the care home** and avoid admission to hospital.
- Use a deterioration tool such as Restore 2 or Restore2mini to aid the clinical assessment
- A structured communication tool such as SBARD also is useful when communicating your concerns
- For life threatening emergencies contact 999

Find out more Find the UCR NHS publications on:

<https://www.england.nhs.uk/community-health-services/urgent-community-response-services/>

Visit the Community Services and Ageing Well Future NHS platform:

<https://future.nhs.uk/communityhealthservices/>

Further information and tools and resources that can support your work.

Email: communityhealthservices-manager@future.nhs.uk

Patient story



DB 77 year-old gentleman

Referred by care home to 2 hr UCR with vomiting. Recently treated by GP for a UTI and only just discharged from hospital following severe pneumonia



MEDICAL HISTORY

- Stroke May 2021
- Bladder cancer Sept 2019 – trans urethral resection of bladder tumour Sept 2020
- Osteoporosis – Neck of femur, vertebral fractures
- Peripheral Vascular Disease – angioplasty 2014
- Ischemic heart disease – Myocardial infarction + angioplasty 2012
- Total knee replacement
- Atrial fibrillation 2008

FUNCTIONAL HISTORY

- Moved to care home following stroke for rehab
- Full body hoist transfer
- Minced and moist diet and normal fluids
- Continent of urine, functionally incontinent of faeces
- Communication – normal
- Cognition was impaired

PROBLEM LIST

- Hospital Acquired Pneumonia
- Oral thrush
- Acute kidney injury
- Urinary retention
- MUST 2
- Impaired swallow
- Sacral sore
- Hypoactive delirium
- Advanced Care Plan


ACTION PLAN

- IV antibiotics
- Nystatin
- IV rehydration
- Catheterised
- Dietician
- Modified diet and referred to Speech and Language Therapy (SALT)
- Air mattress in situ, regular turns
- Frank discussion with patient and family

OUTCOME

- Patient was able to stay @ care home
- Ongoing input from SALT and dietetics
- Therapy continued
- Support to family
- Patient feeling better






2-hour Urgent Community Response (UCR)

Do you know there are teams of advanced clinicians in your community who can respond within two hours if someone's health or wellbeing suddenly deteriorates at home?

This can avoid the need for an ambulance and prevent hospital admission.


Do you know your UCR team?



Advanced nurses and therapists can carry out assessments, order tests, diagnose, prescribe and order equipment within two hours of referral. They work 8am-8pm 7 days a week including bank holidays.

The UCR team can keep the patient safe at home with the support of GPs, geriatricians, social care and other specialists.


What conditions are suitable for referral to your UCR team?



If you think the patient could be admitted to hospital unless they are seen within two hours, call your UCR team. Here's a list of the most probable scenarios:

- Fall with no apparent serious injury
- Decompensation of frailty
- Reduced function/ deconditioning/reduced mobility
- Palliative/end of life care crisis support (where core services not available)
- Confusion/delirium
- Urgent catheter care
- Urgent support for diabetes
- Unpaid carer breakdown which if not resolved will result in a health care crisis
- Urgent equipment provision

How can you make a referral?



UCR teams have been rolled out across the country. There will be one in your area, improving patient experiences and outcomes.

Check for local UCR services on the Directory of Service, PaCCS, MD&S and NHS Service Finder or call the local contact details for UCR. You will receive Communications and telephone number from your local area UCR Team.

Find out more:
www.england.nhs.uk/community-health-services/community-crisis-response-services/

How do I make a referral ?

Make the
call to your
local UCR
Team 😊



2-hour Urgent Community Response

Referral Contact Details



Area	Location	Contact No.
Mersey	Liverpool, Knowsley, Sefton, Southport, Formby St Helens	0300 323 0240 01744 676767
Cheshire	Chester East Cheshire Halton Mid Cheshire Warrington Wirral	01244 366866 01625 663322 0844 264 3615 01270 278353 01925 444220 0151 514 2631
Greater Manchester	Bolton Bury Heywood, Middleton & Rochdale (HMR) Manchester Oldham Salford Stockport Tameside & Glossop (T&G) Trafford Wigan	01204 331155 0161 253 6292 0300 303 5310 – option 3 0161 667 3292 (HCP use only) 0161 770 6771 0161 206 6666 0161 204 4777 0161 922 4888 0300 323 0303 01942 481221
Lancashire and South Cumbria	Blackburn with Darwen – IHSS Chorley and South Ribble - CATCH East Lancashire – IHSS Greater Preston – CATCH Morecambe Bay West Lancashire - Short Intensive Support Service (SISS)	01282 805989 01772 777999 01282 805989 01772 777999 01539 715888 0300 247 0011



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#Think UCR !

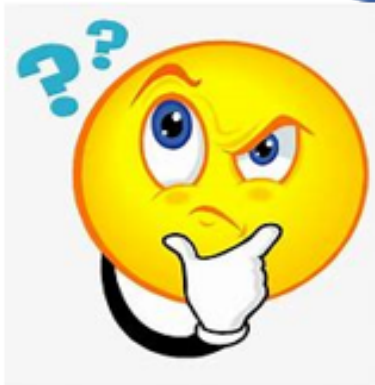
Has there been a sudden change in mobility / self care ability?

Can the urgent treatment be delivered at home?

Has a serious illness, where treatment at home is in keeping with the person's wishes as part of a pre-agreed treatment escalation plan, advance care plan, advanced decision to refuse treatment ?

Has there been a social care crisis or breakdown in un paid carer arrangements ?

Already in receipt of community health care and has an urgent care need ?





2- Hour Urgent Community Response
Questions and answer session