

**Care Home Urgent Community Response**

A community service that is available 8am to 8pm, 7 days a week, for your residents if they become acutely unwell.

**First:** Review advance care plan & follow any relevant guidance

**We can provide assessment within 2 hours with if clinically required to support your residents for the following type of conditions:**

* **Fall –** With no apparent serious injury or loss on consciousness
* **Mobility –** Can’t walk or ‘off legs’ / less mobile / less coordinated
* **Pain** - increased or new onset of mild/moderate pain
* **Breathing** - Worsening shortness of breath, can’t talk in sentences, chestiness or fast breathing
* **Behaviour** - More sleepy / lethargic, withdrawn or anxious / agitated, increasing or new confusion, less alert or just not themselves
* **Skin** - Cold hands / feet; worsening skin colour, puffiness / swelling, mottling or rash, dry skin / lips
* **Observations** - significantly different from normal, including blood sugar
* **Fever** - Shivery, fever or feels hot, cold or clammy
* **Appetite** - Suddenly off food, reduced appetite, reduced food intake, vomiting
* **Elimination** - New offensive smelly urine / can’t pass urine/ reduced catheter output, diarrhoea



**Please collate the following information before phoning to enable our team to support and triage as effectively as possible. This information will also need to be documented in your care home notes.**

* **S**ITUATION - brief description of resident’s current condition; “I am concerned because …..”
* **B**ACKGROUND - residents USUAL status; past medical history; DNACPR status; advance care plans; current medications; any recent treatment; clinical observations including baseline if available; calculate NEWS score if able
* **A**SSESSMENT - summarise what is happening as far as you are able, “I think the problem is…..” or “I don’t know what is wrong but they are not themselves”
* **R**ECOMMENDATION - What actions are you asking for? What do you want to happen next? Ask the clinician what actions need to be taken, agree what to do if there is a deterioration in condition and in what timeframe. **In an emergency do not wait - dial 999**

Call Urgent Community Response via:

**Northwich Care community Hub: 01606 564134**

(8am – 5pm, Monday – Friday)

Out of hours 5pm-8pm Monday-Friday and 8am-8pm Saturday and Sundays and bank holidays via the 01270 278353

**Stable resident with general health concern**

eg. medication review, skin condition, chronic pain review, general deterioration in health, weight loss.

 **Add the resident to the next GP weekly home round. No need to complete SBAR tool.**