

## BACKGROUND

In Oldham there are a range of services available for when people become unwell. The appropriate response will vary depending on the circumstances. Some of the services available include General Practice, NHS 111, 2-hr Urgent Crisis Response, mental health services, Age UK, community nursing, and 999. This complex system can be difficult to navigate and to know when best to use each service. Patients, carers, care staff and even GP practices may not always be aware of all the options and the offer available from every service.

This may result in missed opportunities to provide support in a patient's place of residence, therefore avoiding admission to hospital, and could even lead to unnecessary harm from deterioration when inappropriate decisions are made.

## SOLUTION

The Urgent Care Team in Oldham mapped all the available services. Then the team gathered information including how and when each service could be contacted and what support they offer with brief guidance around reasons to access.

All this information was then turned into visual resources that could be used by patients. These posters cover a full range of scenarios and clinical need to help people to choose and access the best option for their circumstances.

Other resources were also developed to aid GP practices to engage with all available admissions avoidance services available.

## CHALLENGES

- All the service details must be kept up to date. For example, one of the telephone numbers included was out of date for some time before it was flagged. To mitigate this, a routine check on all the service information is completed every 6 months
- Getting all information on to one page in a simple and visually appealing way was challenging and required input from someone with design skills
- The resources need to be shared through various routes and regularly to ensure they reach all care home staff

## LEARNING

- ✓ Information is available but often disparate
- ✓ Service information must be regularly checked to ensure it is up-to-date
- ✓ A visually appealing design with key information shared in a clear and simple format engages the audience who are more likely to use the resources
- ✓ By bringing all the escalation options together and providing descriptions of the services individuals have an improved understanding of the choices available

## CONCLUSION

These visual guides are effective solutions to help people make sense of the complexity of the range of service provision across Oldham and make a decision about accessing further support.

This helps patients to access the appropriate services at the right time and reduces the risk of harm from deterioration.



**GP**

## DO YOU NEED SUPPORT? WHO TO CALL

**NHS111**

NHS 111 is much more than a helpline



Contact your own GP practice number for same day and planned care when you are unwell and it is not a life threatening issue.

**Open**

8am – 6.30pm Monday – Friday

There are also GP appointments available in the evening (6.30-8pm) and on Saturday 9am-5pm. These can be booked via your GP practice.

**NHS111** is available to make it easier and quicker to get advice or treatment 24hrs, 7 days a week.

Contact them ringing 111 or:

Online <https://111.nhs.uk/>

**They offer**

- Advice
- To speak to a health care professional
- Direct appointments with your GP, Minor Illness/Injury services & other community services
- They can also book you into your local A&E if needed



## 2hr Urgent Crisis Response

**999**



**Urgent Care Response Team**

**Open** 8am – 8pm 7 days

**07\*\*\*\*\***

Or

**0161 \*\*\* \*\*\*\***

At team of advanced health care professionals who can respond within 2 hours if your health or wellbeing suddenly deteriorates.

Contact for:

- Falls
- Minor injuries
- Worsening health
- Reduced mobility
- Equipment provision

**Only ring 999 in a medical or mental health emergency. This is when someone is seriously ill or injured and their life is at risk**

**Life threatening Emergency include:**

- Chest pain
- Choking
- Fitting
- Severe breathing problems
- Loss of consciousness
- A diabetic emergency
- Severe bleeding that cannot be stopped
- Severe allergic reactions
- Severe burns or scalds
- Severe injuries or overdose
- You think someone is having a heart attack or stroke
- Serious head injury



## Community Nursing

## DO YOU NEED SUPPORT? WHO TO CALL

## Adult Referral Contact Centre



### Adult Community Nursing Team 0161 \*\*\* \*\*\*\* Option 3

The district nursing provides a range of nursing interventions for people in their own homes or community clinic settings. The service operates 24/7. providing treatments & preventative measures to avoid unnecessary admissions to hospital, or to return home sooner when hospital care is necessary.

- Diabetes management
- Wound care, Pressure ulcer prevention and management
- Leg ulcer treatment and management
- End of life care
- Post-operative care
- Catheter and bowel management.
- Medication Administration

The ARCC provides an enhanced front door to adult social care services, finding out what people need and directing them to the right support and resources, at the right time. We aim to support Oldham residents to maximise their independence and prevent, reduce, or delay the need for long-term or crisis care.

To contact ARCC:

Complete the 'Request support from Adult Social Care' form:

[https://www.oldham.gov.uk/\\*\\*\\*\\*\\*](https://www.oldham.gov.uk/*****)

Or

Phone: **0161 \*\*\* \*\*\*\*** 8:40 to 5:00pm Monday to Friday

Phone: **0161 \*\*\* \*\*\*\*** outside office hours (Emergency Duty Team)



## Mental Health Services

- **Healthy Minds** - We offer support and treatment if you're experiencing difficulty sleeping, low mood, depression, stress, worry or anxiety, feelings of hopelessness or panic attacks.  
**0161 \*\*\* \*\*\*\***
- **Oldham memory assessment and treatment service.** Our memory services help to diagnose dementia as early as possible, providing you with on-going emotional and practical support to help you can live well with dementia.  
**0161 \*\*\* \*\*\*\***
- **24/7 Crisis Mental Health Helpline**  
Offers advice to anyone who is anxious about their mental health and in need of support.  
**0800 \*\*\* \*\*\*\***
- Oldham Liaison Mental Health service supports to people of all ages who attend A&E

## Age UK Oldham



- We have a range of services offering practical support in the home to enable older people to remain independent, safe and well. We also offer information advice and support.
- Dementia support/Daycare
- Handyvan service e.g. moving beds – key safes – mobility equipment-wheelchair Hire, Low level maintenance
- Chilled/frozen cooked meals delivery
- Lunch clubs/social clubs
- Shopping Service.
- Falls Prevention.
- Crisis intervention
- Practical assistance for safe discharge from hospital & Emotional & practical support for a few weeks to help prevent readmission.
- Support to reengage older people back into the community for people who have lost confidence.
- **Call 0161 \*\*\* \*\*\*\***

# Oldham's Alternative to Admission Services

## INTEGRATED COMMUNITY HUB

### Urgent Care Response Team

8am – 8pm 7 days  
At team of advanced health care professionals who can respond within 2 hours if a patients health or wellbeing suddenly deteriorates.

**07\*\*\*\*\* Or 0161 \*\*\* \*\*\*\*\***

Contact for:

- Falls – including falls pick up service
- Minor injuries
- Worsening health
- Reduced mobility
- Equipment provision
- Assessment for care support

**For Social Care Support**

ARCC – 0161 \*\*\* \*\*\*\*\*

### Community IV Service

**IV Antibiotics & Sub-Cut Fluids** in patients own home or ambulatory clinic. 8am-8pm 7 days

**07\*\*\*\*\***

### Intermediate Care (Butler Green)

Step-up pathway for patients who need rehabilitation in a crisis and require 24hr care

**0161 \*\*\* \*\*\*\* or 07\*\*\*\*\***

### Covid Assessment Service

Complete a clinical assessment, using the covid template in EMIS refer to UCH 24/7 HSCP Line **0161 \*\*\* \*\*\*\*\***

**Covid Oxmetry @Home 0161 \*\*\* \*\*\*\*\***

## COMMUNITY SERVICES

### Adult Community Nurses

- 24 hour service
- Diabetes management
  - Wound care
  - Pressure ulcer prevention and management
  - Leg ulcer treatment and management
  - Medication administration
  - End of life care
  - Post-operative care
  - Catheter and bowel management.
  - Treatment Room Service

**0161 \*\*\* \*\*\*\*\* option 3**

### Children's Community Nurses

Accepts referral for children with urgent same day needs.  
Offers home visits, and clinic appointments. 8am-10pm 7days  
Children must have a diagnosis for referral, take all acute illnesses  
[\\*\\*\\*\\*\\*@nca.nhs.uk](mailto:*****@nca.nhs.uk) **0161 \*\*\* \*\*\*\*\***

### Palliative Care

**Community Palliative Care Coordination Hub**  
8am – 8pm 7 days  
**07\*\*\*\*\***  
**Dr Kershaw's Hospice**  
24 hours 7/7  
**0161 \*\*\* \*\*\*\*\***

### Adult Community Therapy Hub

- Occupational Therapy
- Community Rehab & Falls Team
- Community Nutrition & Dietetics
- MSK Physio
- MSK 1<sup>st</sup> Contact Practitioners
- Speech & Language Therapy
- Stroke & Neuro

**Refer via ERS**

**0161 \*\*\* \*\*\*\*\* for further info.**

### Community Urgent Eyecare Service

<https://primaryeyecare.co.uk/find-a-practice/> to find a practice and telephone to book an appointment

### GM Urgent Dental Care Service

Unregistered patients – 8am-10pm 7days  
Registered patients – 6pm-10pm & Sat/Sun 8am-10pm **Self-referral 0333 \*\*\* \*\*\*\*\***

### Mental Health Services

**Care Home Liaison Team**  
8.30am–4.30pm Mon – Fri for care home residents

**0161 \*\*\* \*\*\*\*\***

**Mental Health Practitioners in each PCN**

**Single Point of Access**  
**0161 \*\*\* \*\*\*\*\***

**24/7 Crisis Helpline (for patients)**  
**0800 \*\*\* \*\*\*\*\***

### Acute Services

#### Same Day Emergency Care (SDEC)

**SDEC Medical 0161 \*\*\* \*\*\*\*\***

**All other SDEC pathways available via ROH Switch:**

- Surgical SDEC
- Gynaecology SDEC
- Paediatric O&A
- Vascular

**0161 \*\*\* \*\*\*\*\***

#### Paediatric Rapid Access Clinic

Urgent referrals to see a child within 2 weeks.  
All referrals are clinically triaged, and if inappropriate are rejected  
**Referrals are via:**  
Referral form & Email  
Or  
ERS