

## BACKGROUND

There are a range of services available across Oldham for when care home staff have concerns about their residents including; General Practice, Urgent Care Hub, Urgent Crisis Response, Mental Health, Palliative Care, Community Nursing and, at the most acute end of the spectrum, 999. Knowing which service is appropriate to contact in different situations can be difficult for care home staff who may not be familiar with the availability and purpose of each service.

Helen Bretten, Commissioning Manager for Urgent Care, explained that information about all these services has always been available but in various formats and locations. The Urgent Care Commissioning team identified a need to collate all the information together, in a format that was easy to understand, provided guidance for decision-making, and was accessible to care home staff.

## SOLUTION

The urgent care commissioning team have produced a range of clear, visual resources to help guide care home staff to the right service when they are concerned about a resident. These take the form of a poster and a decision tree which cover a full range of scenarios and clinical need. Information provided includes names of services, availability/opening times, contact details and brief guidance around reasons to access.

Once resources were drafted, the team engaged with all the services to confirm the contents were correct.

The resources are shared regularly through care home meetings, webinars, audit visits and Quality Officer visits.

This solution was relatively easy to develop as all services were on board with the idea from the outset.

## 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 For example, one of the telephone numbers included was out of date for some time before it was flagged.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 engages staff who are more likely to use the resources
- ✓ By bringing all the escalation options together and providing a decision-aid, care home staff were equipped with tools and a better understanding of how to choose the best option for their residents' needs

## CONCLUSION

The poster and decision tree are simple, effective and visual solutions to help carers make sense of the complexity of urgent care provision within a locality. This, in turn, helps carers to access the appropriate services at the right time.

Once shared and promoted via different channels, it's a solution that can really add value to those working in the care sector.

# Are you concerned about a resident?



## Primary Care GP

**Contact your Resident's own GP practice number**

8am – 6.30pm  
Mon -Fri

For any concerns about a resident that is not life threatening.

If the GP is unable to provide a response please contact the Urgent Care Hub

**24/7 HSCP Line**  
**0161 \*\*\* \*\*\*\***



## Urgent Care Hub

**24/7 HSCP Line**  
**0161 \*\*\* \*\*\*\***

Clinical help that is not a 999 emergency when unable to discuss with patients own GP for:

- Advice
- Face to face clinical assessments
- Home visits
- Medication

This could include:

- Unwell resident
- Infection
- Worsening pain
- Health Information
- Coronavirus



## Urgent Crisis Response

**Urgent Care Response Team**  
8am – 8pm 7days  
Pathway to support clients who need an urgent assessment following a breakdown in their health.

**Provides Falls Pick-Up** service for falls with no or minor injury  
Offers a 2hr response where needed

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

Contact for:

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



## Mental Health

**Care Home Liaison Team**  
8.30am–4.30pm  
Mon – Fri  
**0161 \*\*\* \*\*\*\***  
For concerns about a resident's deterioration in mental health.

Out of hours if urgent contact Intensive Home Treatment Service for Older People for advice.

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

Residents need to be physically screened by GP to rule out any physical health condition.

24/7 Crisis Mental Health Helpline- for advice  
**0800 \*\*\* \*\*\*\***



## Palliative Care

**Community Palliative Care Coordination Hub**  
8am – 8pm 7 days

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

Specialist Nurses who will triage the call and liaise with/dispatch available services

## Dr Kershaw's Hospice

24 hours 7/7

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

Nurse led service providing palliative care advice and support.



## Community Nursing

**District Nurses**  
24 hour service

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

Daytime District Nurses services for patients known to the service.

Out of hours District Nurses can help with urgent nursing problems that will not wait, e.g. blocked catheter, end of life



## 999

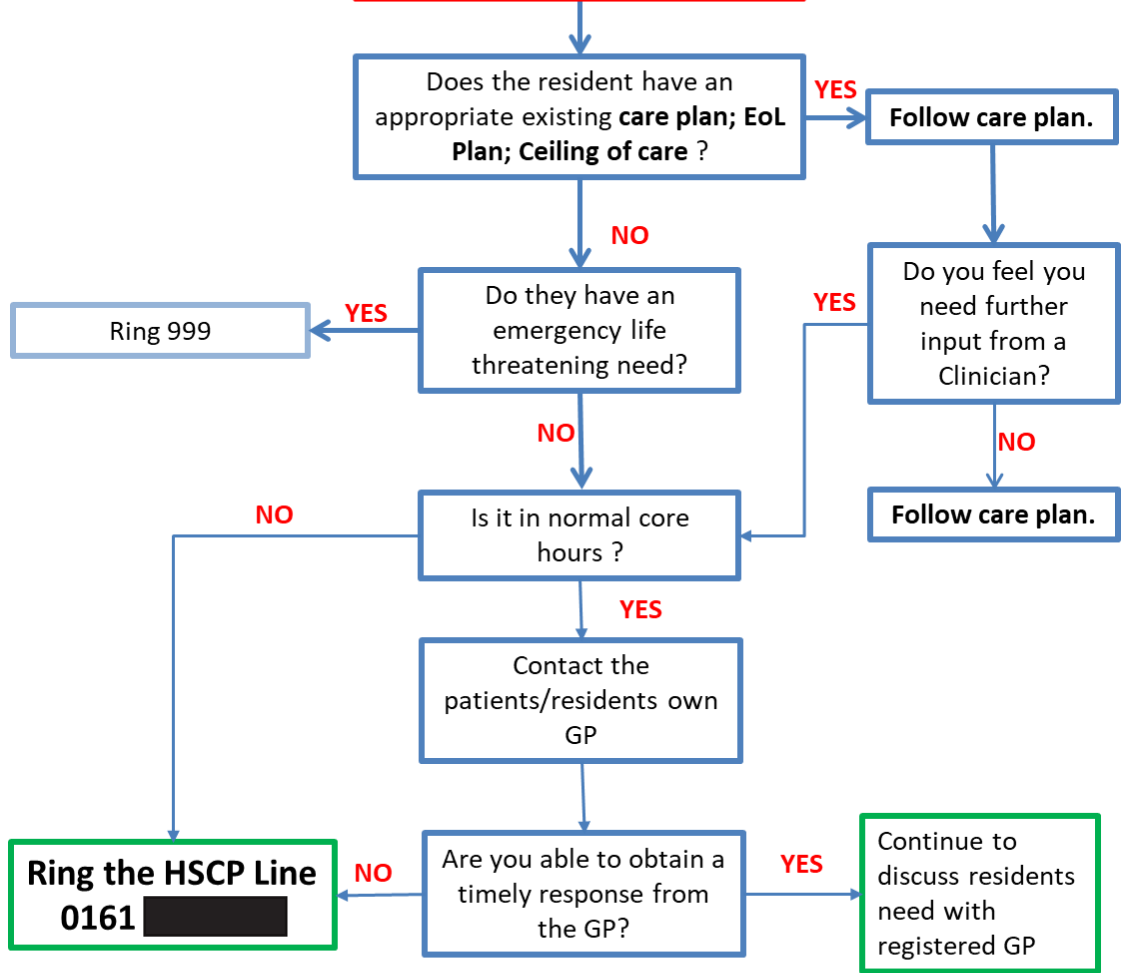
**24 hours Life threatening Emergency**

- Chest pain
- Choking
- Fitting
- Severe breathing problems
- Unconscious
- Diabetic emergency
- Head Injury



Care Home & Community Pathway

**Unwell patient/resident**  
**THINK! Does the person actually need EMERGENCY CARE?**



Where a patient/resident needs input from a health care professional please contact the HSCP Line for a clinical consultation FIRST  
This service is a team of Primary Care Senior Clinicians, with access to the GP record, prescribing capability and has connections to Crisis Response, IMC, Community pathways and direct referral into secondary care  
Only ring 999 if the patient needs EMERGENCY CARE