

Benefits of not conveying for hospital admission

In particular for individuals who are:

- resident in a care home,
- frail e.g. Rockwood score 4+, or
- end-of-life

CHECK! Does the patient have an Advance Care Plan

- ✓ Reduced risk of hospital-acquired infections
- ✓ Preventing deconditioning
- ✓ Decreased risk of delirium and falls
- ✓ Quicker recovery and rehabilitation
- ✓ Enhanced patient comfort and familiarity
- ✓ Enhanced patient autonomy
- ✓ Better continuity of care
- ✓ Improved patient and family satisfaction

Please consider referral to community services for acute care in the community and other services:

- Urgent community response
- Early Intervention Vehicle
- Hospital at home
- Prevention of admission services
- Integrated Community Teams
- Palliative care

Phone Care Coordination Centre:

0300 123 7571

**08:00-20:00 7 days a week
for Senior Clinical Support select option 3**

Or Adult Community Services referral form on Ardens
Email: hct.urgentcommunityadult@nhs.net

Palliative Care: 0300 123 7571 (Care Coordination Centre) /
01707 382575 (Isabel Hospice) /
01462 679540 (Garden House Hospice)
Out of hours - 01462 416794

Conditions Treated	Services & Interventions offered	Patient inclusion metrics
<ul style="list-style-type: none"> • Cellulitis • Dehydration • Delirium • Diarrhoea and vomiting • Electrolyte imbalance • Exacerbation of COPD • Exacerbation of Heart Failure • Falls (including those with a long lie) • Frailty • Palliative Care symptom management • Pneumonia / Acute Respiratory Infections • Pressure Sores • Reduced mobility • Urinary Tract Infections 	<ul style="list-style-type: none"> • Access to palliative care • Daily Clinician Assessment • Falls Prevention • IV antibiotics 1st dose and ongoing management • IV diuretics • Limited emergency equipment • Nebulisers – saline and salbutamol • Oxygen weaning • Phlebotomy • Rapid Access Dietician • Remote monitoring (BP / temperature / RR / weight management / blood sugars/ sats) • Subcutaneous fluids • Urgent therapy (OT/PT) 	<ul style="list-style-type: none"> • 18 years or older • Registered with a GP practice in ENH • Alcohol and substance misuse not primary presentation • Mental health not primary presentation (N.B this does not include delirium or dementia) • NEWS score less than 4 and less than 3 in each domain • NEWS score of 4 or more may be accepted after clinician to clinician discussion • Patients on 4litres or less oxygen <p>N.B. If you are concerned about abnormal blood tests please call to have a clinical discussion</p>

Suitable service is not present in the community and patient requires acute care in hospital

Consider if the patient can be treated by Same Day Emergency Care (SDEC) and avoid an overnight admission

NO or UNCERTAIN

YES

Call Acute Care GP referral hotline (for medical patients)
T: 07500 792616 (08:00 – 20:00)

or

ENHT Interface Geriatrician Hotline to speak to Frailty Consultant
T: 07500 092 322 or
E: interfacegeriatrician.enh-tr@nhs.net (Mon - Fri 08:30 – 17:00)

or

Orthopaedics (urgent fracture patient referrals only)
T: 07717 301721

or

GP switchboard bypass for all other specialty urgent referrals (surgical, plastic, paediatric, T&O, and out of hours)
T: 01438 759928

Same Day Emergency Care (SDEC)

08:00 – 20:00

Call 07500 792 616 (Acute Care in Lister)
(Out of hours, call medical SPR)