

# Urgent care at home



Help and support to over 18s living in Cheshire and Merseyside who are experiencing a health or care crisis



Assessments within two hours



Works with the wider community team to reduce the risk of hospital attendances or admissions, as well as supporting early discharge



**Call:**

for two-hour Urgent Community Response (UCR) service

365 days a year, 8am to 8pm

# Who we are

UCR is a team of health and social care professionals who help to maintain people at home – preventing avoidable hospital visits and stays – and to assist people returning home from hospital who need extra support.

We provide urgent **two-hour assessment and support within 48 hours** for a short time, to help people recover quickly and keep their independence.



UCR works closely with ambulance services, GP practices, mental health and other hospital and community services, as well as social care and voluntary sector organisations.

# Who we support

## People eligible for the service need to be:

- Over 18 and registered with a GP practice in Cheshire and Merseyside
- Living in Cheshire and Merseyside – whether independently, residential or care home
- Those at risk of hospital attendance or admission
- Medically safe to be treated or cared for in a community setting
- In crisis and needing assessment or intervention within two hours – must also be safe to wait for two hours.

# How we help

UCR ensures people are supported in the following situations:

<b>Fall</b>	when there is no serious injury or fracture, or loss of consciousness
<b>Increased frailty</b>	sudden loss of mobility or independence due to an event, such as infection
<b>Reduced function or mobility</b>	sudden or gradual change in being able to cope with daily living
<b>End-of-life crisis support</b>	when core services are not available to offer symptom control or pain relief
<b>Urgent equipment provision</b>	when equipment needed to support function and keep person safe
<b>Confusion or delirium</b>	increased or new confusion including worsening of dementia
<b>Urgent catheter care</b>	blocked catheter or pain from catheter related issue
<b>Urgent diabetes care</b>	when at risk of hospital admission or for blood sugar management concern
<b>Unpaid carer breakdown</b>	which if not resolved, results in health care crisis for person being cared for

We take a no-wrong-door approach – if our team is unable to support, they will safely and quickly direct the individual, family or carer to the service that best meets their needs.

# How it works

UCR takes referrals from any health or social care professional including NHS 111 and the ambulance service.

An assessment is completed and a clinical record opened ahead of the patient being assigned to a service practitioner.

**To request support, call;**



Referrers call us knowing that we'll take responsibility and act quickly. The only question we ask is 'is the patient stable enough to remain in their home for two hours?' If they are, we can make a start on getting them the help they need."

Service manager

**To find out more, visit;**

