



2-hour Urgent Community Response (UCR) Liverpool, Knowsley and Sefton

We have teams of advanced clinicians working in the community who can respond within two hours if someone's health or wellbeing suddenly deteriorates at home.

This can avoid the need for an ambulance and prevent hospital admission.

Get to know your UCR team

Our advanced nurses and therapists can provide assessment, treatment, support and a 2-hour rapid response for registered patients aged 18 and over who are at risk of a hospital admission. The service is available 365 days a year, 8am to 8pm. The last referral accepted for Liverpool and Sefton is 6.30pm and Knowsley is 8pm.

The 2-hour UCR team can keep the patient safe at home with the support of advanced practitioners, AHPs and nurses.

What conditions are suitable for referral to the UCR team?

If you think the patient could be admitted to hospital unless they are seen within two hours, call your 2-hour UCR team. Here's a list of the most probable scenarios:

- Fall with no apparent serious injury
- Increased frailty
- Reduced function or mobility
- Urgent equipment provision
- Confusion or delirium
- Urgent catheter care
- Urgent diabetes care.



How can you make a referral?

2-hour UCR accepts referrals from any health or social care professional including NHS 111 and NWAS.

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

To make a referral please call **0300 323 0240**, and select option 1.

