

Services to Support Admission Prevention in Ipswich and East Suffolk

Version 0.3 COVID-19

Please refer to the Directory of Services for more information

Service	How to refer
<p>Care Co-ordination Centre (CCC)</p> <p>Single point of referral for the Integrated Neighbourhood Teams (INTs) providing community health and care services, including access to community nursing and therapy, falls assessment and management, urgent in-hours social care response, specialist nurses, equipment provision and home support. The COPD Service & REACT are also accessible via the CCC (see below).</p>	<p>Hours: 24/7</p> <p>Tel: 0300 123 2425</p> <p>Email: suffolkcommunityhealthcare.referrals@nhs.net</p> <p>Referrals will be triaged to the most appropriate team. For community matron referrals see last page.</p>
<p>Reactive Emergency Assessment Community Team (REACT)</p> <ul style="list-style-type: none"> Multi-agency team (health, social care and VCS) to reduce avoidable ED attendances /admissions Short term support for adults (18 years +) in crisis situations Urgent assessment can be arranged within 2 hours REACT can access an Interface Geriatrician via the Frailty Assessment Base (FAB) and step up to community beds. Designated care homes team now available Provides short-term primary, secondary and community care approach for patients with nursing needs, to be treated in their own home and to prevent an acute admission. 	<p>Hours: 24/7</p> <p>Core team available 08:00 - 20:00 365 days a year</p> <p>Tel: Care Co-ordination Centre on 0300 123 2425 and request REACT</p> <p>REACT comprises nurses, occupational therapists, physiotherapists, health care assistants, generic workers, British Red Cross and Suffolk Family Carers support workers.</p>
<p>OPAT (Outpatient Parenteral Antimicrobial Therapy)</p> <ul style="list-style-type: none"> REACT hosts the OPAT service to manage the delivery of intravenous antibiotics to patients who are medically stable, within their own homes. 	<p>Hours: Mon- Fri 08:30-16:00</p> <p>Referrals for OPAT via primary care for GP support and then ring Rushmere Day Unit (Ipswich Hospital)</p> <p>Tel: 01473 707682 option 2.</p>

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<p>Interface Geriatrician Hot Phone for Advice</p> <ul style="list-style-type: none"> Phone held by consultant geriatrician 9am-5pm Mon - Fri Clinician to clinician discussion to agree suitable approach for patient Advice provided and face to face assessment arranged for patient if required on FAB (see below) 	<p>Ipswich Hospital</p> <p>Hours: Mon-Fri 09:00-17:00</p> <p>Tel: 07930 181236</p>
<p>Frailty Assessment Base (FAB)</p> <p>Located at Ipswich Hospital</p> <ul style="list-style-type: none"> Multidisciplinary comprehensive geriatric assessment for frail individuals (frequent fallers, new onset of immobility, acute confusion) at risk of acute admission Assess in FAB with aim to clarify medical stability and avoid hospital admission where possible Aim to support patients within their current place of residence FAB can step patients up into community beds if they are not safe to remain at home, but do not require an acute hospital bed. Assessment within 48 hours in FAB at Ipswich Hospital Urgent assessments can take place following discussions with geriatrician via hot phone (see above) The team comprises geriatricians, nurses, pharmacists, physiotherapists, healthcare assistants Works closely with REACT to provide wrap-around care to support patients to remain in the community wherever possible. 	<p>Hours: Mon-Fri 08:00-18:00</p> <p>Tel: via Geriatrician hot phone: 07930 181236</p> <p>Email: chu-fr.FAB@nhs.net</p> <p>FAB is currently closed during COVID-19</p>



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Suffolk COPD Service <i>Patients ≥ 18 years with a confirmed diagnosis of COPD, being treated with antibiotics and/or prednisolone for an acute exacerbation</i> <ul style="list-style-type: none"> • Same day assessment for acute exacerbation of COPD • Home oxygen assessments (excluding End of Life) 	7 days per week Mon-Fri: 08:00-18:00 Sat/Sun: 08:00-16:00 BH: 09:00-17:00 Tel: 0300 123 2425 and request the COPD service
Community Hospitals <i>If your patient is at risk of admission and would be suitable for a period of short term reablement, please refer to REACT (see above) who will be able to assess and access these beds if appropriate.</i> <i>*Short Term Assessment, Reablement and Rehabilitation Centre (STARR)</i>	Aldeburgh Tel: 01728 451636 Felixstowe Tel: 01394 458820 STARR* Centre at Bluebird Lodge, Ipswich Tel: 01473 322100
End of Life Co-ordination Centre including Specialist Palliative Care Advice: OneCall <ul style="list-style-type: none"> • Enhanced service during Covid-19, coordinating EOL care in the community through OneCall • Rapid response visiting capability in and out of hours (via REACT and hospice reactive team) • Includes hospice and palliative care support from St Elizabeth Hospice, Ipswich • Advice and support for patients, families and clinicians in the community • Patient does NOT need to be known to the hospice to gain support 	EOL Co-ordination Centre via OneCall – 24/7 (During COVID) Tel: 0800 567 0111
Acute Oncology Service (AOS) <ul style="list-style-type: none"> • Based at Ipswich Hospital (ESNEFT) • Clinical Nurse Specialist • Consultant Oncologist on call 	Hours: Clinical Nurse Specialist: Mon-Fri: 08:00-16:00 Sat/Sun 08:00-13:00 Referral via hospital switchboard Bleep 651 / Ext 5900 Tel: 07903 049003 Consultant Oncologist on call via hospital Switchboard 24/7

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Suffolk Family Carers information line <i>Support services for family carers offering information, advice & guidance to adult carers. Ipswich Hospital has a carers' cabin onsite.</i> Carers assessments are accessed via Customer First 0808 800 4005 REACT also has SFC as part of their service 08:30-16:30 Mon-Fri.	Hours: Mon, Wed, Thurs 9:00-17:00 Tues 9:00-19:30, Fri 9:00-16:30 Tel: 01473 835477 REACT: Via Care Co-ordination Centre on 0300 123 2425 and request REACT
British Red Cross <i>The British Red Cross (BRC) offers short-term practical and emotional support at home, to help people regain their independence.</i> <i>The REACT service has British Red Cross volunteers as part of their service, so community referrals should be made to this team via the CCC.</i> BRC Supported Discharge Ipswich Hospital also has a BRC team that supports discharges from acute wards (01473 702485)	Hours: In REACT the BRC service is provided: Mon-Fri 08:00-18:00 plus some weekend cover. For community referrals Tel: Care Co-ordination Centre on 0300 123 2425 and request the REACT team.
Customer First <i>First point of contact for social care enquiries and referrals for Suffolk. They deal with adult and children's services, AMHP referrals, adult safeguarding and child protection, and have a dedicated MASH Professional consultation line to support queries around these areas.</i>	24/7 Out of hours calls diverted to Emergency Duty Service Tel: 0345 606 6167 MASH professional consultation line: 0345 606 1499 Online: https://www.suffolk.gov.uk/care-and-support-for-adults/how-social-care-can-help/contact-adult-social-care/ www.suffolk.gov.uk/adultsafeguardingreferral



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<p>Access and Assessment Team</p> <ul style="list-style-type: none"> Advice and assessment on all mental health conditions across all ages including suicidal intent Triage, assessment and signposting of referrals within agreed time limits Team do not provide long term treatment but can carry out referrals to other mental health teams following assessment, if needed. 	<p>Hours: Mon-Fri 8am to 8pm</p> <p>Tel: 0300 123 1334</p>
<p>Turning Point: Drug and Alcohol Support Services</p> <p>Integrated substance misuse for county. Support services for drug and alcohol recovery. Referrals for age 25 and above.</p>	<p>Hours:</p> <p>Mon 10am-3pm Tues 1pm-3pm Wed, Thurs, Fri: 10am-3pm</p> <p>Tel: 01473 220240</p>
<p>Stay Alive App</p> 	

Service	How to refer
<p>Dementia Intensive Support Team (DIST)</p> <p>Healthcare advice, assessment or support - known or suspected dementia. -Patients in the community and acute hospital presenting with a dementia related crisis due to a change in behaviour, delirium or care breakdown. This team is now based in the community with REACT and will cross-refer between teams if required.</p>	<p>Hours: Mon – Fri 09:00-17:00</p> <p>Tel: 01473 891733</p> <p>07852 769172</p>
<p>Suffolk Wellbeing Service: Living Life to The Full</p> <p>Living Life to the Full (LLTFF) is a life skills course that aims to provide access to high quality, practical and user-friendly training in life skills using award winning CBT treatment tools enabling people to tackle and respond to issues/demands which we all meet in our everyday lives. Courses cover low mood, stress, anxiety and resilience, how to tackle problems, build confidence, get going again, feel happier, stay calm, and more. There are resources specific for people with long term conditions including chronic pain and perinatal resources too.</p>	<p>Online: https://lltff4suffolk.com/</p> <p>To access the resources, people need to complete the mood quiz. There is the option for support from an IAPT worker at Wellbeing Suffolk if required.</p> 
<p>Suffolk Night Owls</p> <p>A telephone, text and email support service for anyone who needs emotional support including those with complex emotional needs. Support line workers will be there to listen and support individuals. They have experience of working within mental health services. A place to get impartial support and information in a non-judgmental way.</p>	<p>Hours: The service runs 7 nights per week from 7pm to 1am.</p> <p>Tel: To use the line people need to register online at: www.suffolkmind.org.uk/services Once registered, individuals are contacted and given a number to call which can then be used for support during the times of crisis.</p>



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<p>Emergency Assessment Unit (EAU)</p> <p><i>All urgent or emergency medical patients are seen, assessed and a decision is made whether they can be discharged or need to stay in hospital.</i></p> <p><i>Referrals are accepted from GPs and ED.</i></p>	<p>Hours: 24/7</p> <p>Tel: 01473 712233 and ask for bleep 620.</p> <p>After 5pm ask for 'medical admissions' and speak to the on-call consultant.</p>
<p>Surgical Assessment Unit (SAU)</p> <p><i>All urgent or emergency surgical patients are seen, assessed and a decision is made whether they can be discharged or need to stay in hospital.</i></p> <p><i>Referrals are accepted from GPs and ED.</i></p>	<p>Hours: 24/7</p> <p>Tel: 01473 712233 and ask for 'on-call surgical registrar' (bleep 182)</p>
<p>Paediatric Assessment Unit (PAU)</p> <p><i>Pediatric referrals from GPs, Midwives, Health Visitors or Community Nurses.</i></p>	<p>Hours: Mon-Fri 09:00-23:30 Sat/ Sun 12:00-18:30</p> <p><i>Outside of these hours via Bergholt ward</i></p> <p>Tel: 01473 702198</p>
<p>Emergency Gynaecology Assessment Unit (EGAU)</p> <p><i>Early pregnancy pathway. Referrals from GPs, midwives & ED.</i></p>	<p>Hours Mon – Fri 08:00-16:00 Out of hours via on-call SHO (bleep 397)</p> <p>Tel: 01473 703671</p>

Service	How to refer
<p>Community Matrons</p> <p><i>Support patients with multiple long term conditions, whose needs are complex and are at risk of admission or re-admission to the acute services. Provide case management support, helping patients to recognise, understand and self-manage their condition to promote independence and improve the patient's quality of life.</i></p>	<p>Hours: Mon-Fri 09:00-17:00</p> <p>Email: Complete referral form available on DXS or email Care Coordination Centre on: suffolkcommunityhealthcare.referrals@nhs.net</p> <p>Referral criteria: The patient will have 3 long term conditions and 2 or more of the following:</p> <ul style="list-style-type: none"> • 3 or more admissions to hospital in last 6 months • 3 or more A&E attendances last 6 months (especially for the same reasons) • 2 or more falls in the past 2 months • Recent admission > 4wks duration • High user of GP services • Suffered a bereavement within the past year and are at risk of medical/social decline • People taking 5 or more medications

