

Service	How to refer
<p>Emergency Admissions Unit <i>All urgent or emergency medical patients are seen and assessed and a decision made whether they can be discharged or need to stay in hospital. Referrals accepted from GPs and ED.</i></p>	<p>Hours: 7 days of the week 07:30am-midnight</p> <p>Referral: 01473 712233 and ask for bleep 620</p>
<p>Dementia Intensive Support Team (DIST) <i>Known or suspected dementia patients in the community and acute hospital</i> <i>-Behavioural or psychological symptoms of dementia or a delirium</i> <i>-Requiring healthcare advice, assessment or support</i></p>	<p>Hours: Monday – Friday 09:00 – 17:00</p> <p>Tel: 01473 891733 07852 769172</p>
<p>Reactive Emergency Assessment Community Team (REACT)</p> <ul style="list-style-type: none"> • <i>Multi-agency (health, social and voluntary care) service to reduce avoidable ED attendances</i> • <i>Short term support for adults in crisis situations</i> • <i>Clinician to clinician discussion to agree suitable approach for patient</i> • <i>Urgent assessments can be arranged within 2 hours</i> • <i>The team can also step patients up into community beds if they are not safe to remain at home but do not require an acute hospital bed.</i> • <i>The team also provides short-term primary, secondary and community care approach for patients with nursing needs, to be treated in their own home, preventing acute admission, or facilitating early discharge.</i> • <i>The team also houses the OPAT service (outpatient parenteral antimicrobial therapy) The OPAT team provide an enhanced IV antibiotic service in the community to manage the delivery of intravenous antibiotics to patients who are medically stable, within their own homes.</i> • <i>This team also provides an admission avoidance service to the Emergency Department and fracture clinic at Ipswich Hospital, ensuring patients are supported to remain in the community wherever possible.</i> • <i>The team consists of nurses, occupational therapists, physiotherapists, health care assistants, generic workers as well as Red Cross and Suffolk Family Carer support workers.</i> 	<p>Hours: 24/7 Core team available 08:00-20:00 365 days a year</p> <p>Referral: Tel: Care Co-ordination Centre on 0300 123 2425 and request REACT</p> <p>(or specify OPAT if this is required)</p>



**Ipswich and East Suffolk
 Clinical Commissioning Group**

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 Admission prevention
 In east Suffolk**

If you have any queries regarding these pathways, please contact Ipswich and East Suffolk CCG on 01473 770209

Service	How to refer
<p>Care Coordination Centre</p> <p><i>Including access to COPD Service, REACT, urgent in- hours social care response, specialist nurses/therapists, equipment, home support.</i></p>	<p>24/7 Telephone: 0300 123 2425</p>
<p>Interface Geriatrician Hot Phone for Advice</p> <ul style="list-style-type: none"> • <i>Phone held by consultant geriatrician 9am-5pm Mon - Fri</i> • <i>Advice provided and face to face assessment arranged for patient if required on FAB (see below)</i> 	<p>Ipswich Hospital</p> <p>Tel: 07930 181236</p>
<p>Frailty Assessment Base (FAB)</p> <ul style="list-style-type: none"> • <i>Comprehensive consultant led geriatric assessment for frail (frequent faller, new onset of immobility, acute confusion) older patients at risk of acute admission</i> • <i>Aim to support patients within their current place of residence where possible</i> • <i>Assessment within 48 hours however urgent assessments can take place following discussions with geriatricians</i> • <i>MDT multifactorial assessment from nurses, therapists and pharmacist.</i> • <i>Work closely with REACT to provide wrap around care to patients to support them to remain in the community wherever possible.</i> 	<p>Hours: Monday-Friday 8am-6pm</p> <p>Referral: via hotline: 07930 181236 Email: ihn-tr.FAB@nhs.net</p> <p>The FAB receives referrals from general practice, community services and provides in-reach into the Emergency Department.</p>
<p>Specialist Palliative Advice</p> <ul style="list-style-type: none"> • <i>Hospice and palliative care support from St Elizabeth Hospice, Ipswich</i> • <i>Advice and support for patients, families and clinicians in the community</i> • <i>Patient does NOT need to be known to the hospice to gain support</i> 	<p>24/7 Tel: 0800 567 0111</p>
<p>Acute Oncology Service (AOS) <i>Ipswich Hospital (ESNEFT)</i></p>	<p>Hours: Clinical Nurse Specialist: Monday - Friday 08.00-16.00 and Sat/Sunday 08.00-13.00 Referral: Bleep 651 / Ext 5900 Tel: 07903 049003</p> <p>Consultant Oncology on call via switch 24/7</p>



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<p>Access and Assessment Team</p> <ul style="list-style-type: none"> • <i>Advice and assessment on all mental health conditions across all ages including suicidal intent</i> • <i>Triage, assessment and signposting of referrals within agreed time limits</i> • <i>Team do not provide long term treatment but can carry out referrals to other mental health teams following assessment if needed.</i> 	<p>Hours: Mon-Fri 8am to 8pm</p> <p>Referral: Tel: via the 0300 123 1334</p>
<p>Suffolk COPD Service</p> <p><i>Patients ≥18 years with a confirmed diagnosis of COPD and being treated with antibiotics and/or prednisolone for an acute exacerbation</i></p> <ul style="list-style-type: none"> • <i>Same day assessment for acute exacerbation of COPD</i> • <i>Home oxygen assessments (excluding End of Life)</i> 	<p>7 days per week</p> <p>Monday-Friday: 8am-6:30pm Weekends: 8am-4pm Bank Holidays: 9am-5pm</p> <p>Referral: Tel: the Care Co-ordination Centre on 0300 123 2425 and request the COPD service</p>
<p>Turning Point: Drug and Alcohol Support Services</p> <p><i>Integrated substance misuse for county. Support services for drug and alcohol recovery.</i></p> <p><i>Referrals for 25 years and above.</i></p>	<p>Hours:</p> <p>Mon 10am-3pm Tues 1pm-3pm Wed, Thurs, Fri: 10am-3pm</p> <p>Referral: 01473 220240</p>
<p>Community Hospitals</p>	<p>Aldeburgh Tel: 01728 451636</p> <p>Felixstowe Tel: 01394 458820</p> <p>STARR Centre, Blue Bird Lodge, Ipswich Tel: 01473 322100</p>
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Voluntary Services Sector	How to refer
<p>Suffolk Family Carers</p> <p><i>Support services for family carers offering the following:</i></p> <ul style="list-style-type: none">- Information, advice & guidance to adult carers- Arranging respite/break- Ipswich Hospital carers cabin <p><i>Carers assessment accessed through Customer First Team 0808 800 4005</i></p> <p><i>REACT also have SFC as part of their service 08:30-16:30 mon-fri.</i></p>	<p>Hours:</p> <p>Mon, Wed, Thurs, Fri 9am-5pm Tues 9am-7:30pm</p> <p>Referral: Tel 01473 835477</p>
<p>British Red Cross</p> <p><i>The British Red Cross (BRC) offers short-term practical and emotional support at home, to help people regain their independence.</i></p> <p><i>The REACT service have red cross volunteers as part of their service so community referrals should be made to this team via the CCC.</i></p> <p><i>The Ipswich Hospital also have a red cross team that supports discharges from acute wards (01473 702485)</i></p>	<p>Hours:</p> <p>In REACT the BRC service is provided: 08:00-18:00 mon-fri plus some weekend cover.</p> <p>Referral:</p> <p>For community referrals Tel: Care Co-ordination Centre on 0300 123 2425 and request the REACT team.</p>
<p>Customer First</p> <p><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></p>	<p>24/7 Out of hours calls diverted to Emergency Duty Service</p> <p>Telephone: 0345 606 6167 MASH professional consultation line: 0345 606 1499</p> <p>Online: suffolk.gov.uk/customerfirstreferral suffolk.gov.uk/adultsafeguardingreferral</p>
<p>Paediatric Assessment Unit (PAU)</p> <p><i>Pediatric referrals from GPs, Midwives, Health Visitors or Community Nurses</i></p>	<p>24/7 Telephone: 01473 702198</p>