

## Admission Prevention Services in Suffolk

| Service  | How to refer  |
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| <b>Emergency Admissions Unit</b><br><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>  | <b>Hours:</b><br>7 days of the week, 07:30am-midnight<br><b>Referral:</b> 01473 712233 and ask for bleep 620  |
| <b>Dementia Intensive Support Team (DIST)</b><br><i>Known or suspected dementia patients in the community and acute hospital<br/>                     -Behavioural or psychological symptoms of dementia or a delirium<br/>                     -Requiring healthcare advice, assessment or support</i>  | <b>Monday – Friday 09:00 – 17:00</b><br><b>Tel:</b> 01473 891733 07852 769172   |
| <b>Community Hospitals</b><br><i>Crisis Action Team (CAT) for Step-up beds</i>   | <b>Refer via CAT</b>  |
| <b>Interface Geriatrician Hot Clinic and Advice</b>  | <b>Ipswich Hospital</b><br><b>Tel:</b> 07930181236  |
| <b>Crisis Action Team (CAT)</b><br><i>Multi-agency (health, social and voluntary care) service to reduce avoidable ED attendances<br/>                     Short term support for adults in crisis situations<br/>                     Clinician to clinician discussion to agree suitable approach for patient<br/>                     Assessments can be arranged within 2 hours</i>  | <b>Hours: 24/7</b><br><b>Referral: Tel:</b> Care Co-ordination Centre on 0300 123 2425 and request the Crisis Action Team   |
| <b>Frailty Assessment Base (FAB)</b><br><i>Comprehensive consultant led geriatric assessment for frail (frequent faller, new onset of immobility, acute confusion) older patients at risk of acute admission<br/>                     Aim to support patients within their current place of residence where possible<br/>                     Assessment within 48 hours however<br/>                     urgent assessments can take place following discussions with geriatricians</i> | <b>Hours:</b> Monday-Friday 8am-6pm<br><b>Referral:</b> via hotline: 07930 181236<br>Email: <a href="mailto:ihn-tr.FAB@nhs.net">ihn-tr.FAB@nhs.net</a><br>The FAB receives referrals from general practice, community services and provides in-reach into the A&E department.   |
| <b>Care Coordination Centre</b><br><i>Including access to COPD Service, Crisis action team, Admission prevention service, urgent in- hours social care response, specialist nurses/therapists, equipment, home support</i>   | <b>24/7</b><br><b>Telephone: 0300 123 2425</b>  |
| <b>COPD Service</b><br><i>Same day assessment for acute exacerbation of COPD<br/>                     Home oxygen assessments (excluding End of Life)<br/>                     Patients ≥18 years with a confirmed diagnosis of COPD and being treated with antibiotics and/or prednisolone for an acute exacerbation</i>  | <b>7 days per week</b><br><b>Monday-Friday: 8am-6:30pm Weekends: 8am-4pm</b><br><b>Bank Holidays: 9am-5pm</b><br><b>Referral: Tel:</b> the Care Co-ordination Centre on 0300 123 2425 and request the COPD service  |
| <b>Customer First</b><br><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<br/>                     Professional consultation line to support queries around these areas.</i>  | <b>24/7</b><br><b>Out of hours calls diverted to Emergency Duty Service Telephone: 0345 606 6167</b><br><b>MASH professional consultation line: 0345 606 1499</b><br><b>Online:</b><br><a href="http://suffolk.gov.uk/customerfirstreferral">suffolk.gov.uk/customerfirstreferral</a><br><a href="http://suffolk.gov.uk/adultsafeguardingreferral">suffolk.gov.uk/adultsafeguardingreferral</a> |
| <b>Specialist Palliative Advice</b><br><i>Hospice and palliative care support from St Elizabeth Hospice, Ipswich<br/>                     Advice and support for patients, families and clinicians in the community<br/>                     Patient does NOT need to be known to the hospice to gain support</i>  | <b>24/7</b><br><b>Tel:</b> <a href="tel:08005670111">0800 567 0111</a>  |
| <b>Paediatric Assessment Unit (PAU)</b><br><i>Paediatric referrals from GPs, Midwives, Health Visitors or Community Nurses</i>   | <b>24/7</b><br><b>Telephone: 01473 702198</b>   |
| <b>Access and Assessment Team</b><br><i>Advice and assessment on all mental health conditions across all ages including suicidal intent<br/>                     Triage, assessment and signposting of referrals within agreed time limits<br/>                     Team do not provide long term treatment but can carry out referrals to other mental health teams following assessment if needed.</i>   | <b>Hours:</b> Mon-Fri 8am to 8pm<br><b>Referral:</b> Tel: via the 0300 123 1334   |
| <b>Admission Prevention Service (APS) Team</b><br><i>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>  | <b>Hours: 24/7, Referral:</b> Tel: Care Co-ordination Centre on 0300 123 2425 and request the Admission Prevention Team   |
| <b>OPAT (outpatient parenteral antimicrobial therapy) Team</b><br><i>An enhanced IV antibiotic service in the community, it brings together the expertise of hospital and community teams to manage the delivery of intravenous antibiotics to patients who are medically stable, within their own homes</i>   | <b>Hours:</b> Monday – Friday 9am-5pm<br><b>Referral:</b> Tel: Care Co-ordination Centre on 0300 123 2425 and request the OPAT Team<br>Outside of these hours and at weekends, calls will go direct through to the Admission Prevention Service (via the CCC as above).   |
| Voluntary Services Sector  | How to refer  |
| <b>Suffolk Family Carers</b><br><i>Support services for family carers offering the following:<br/>                     Carers assessment<br/>                     Arranging respite/break<br/>                     Ipswich Hospital carers cabin</i>   | <b>Hours:</b><br>Mon, Wed, Thurs, Fri 9am-5pm<br>Tues 9am-7:30pm<br><b>Referral:</b> Tel 01473 835477   |
| <b>British Red Cross</b><br><i>The British red cross offers short-term practical and emotional support at home, to help people regain their independence.<br/>                     The team support discharges from acute wards. The CAT team have red cross volunteers as part of their service so community referrals should be made to this team via the CCC.</i>   | <b>Hours:</b><br><b>Referral: Tel:</b> 01473 702485<br>For community referrals Tel: Care Co-ordination Centre on 0300 123 2425 and request the CAT team.  |
| <b>Turning Point: Drug and Alcohol Support services</b><br><i>Integrated substance misuse service for county.<br/>                     Support services for drug and alcohol recovery.<br/>                     Referrals for 25 years and above.</i>  | <b>Hours:</b><br>Mon 10am-3pm<br>Tues 1pm-3pm<br>Wed, Thurs, Fri: 10am-3pm<br><b>Referral:</b> 01473 220240   |