

Urgent Community Response Team (UCR)

Supporting admission avoidance across South East Hampshire

The Urgent Community Response (UCR) is a multi-professional service provided by Southern Health Foundation Trust (SHFT) and Hampshire County Council Adult Health & Care who provide skilled nursing, therapy and social care support to adult patients during a health crisis.

T: 0300 373 0210
(08.00 – 20.00)

Patient must be assessed by a registered clinician and deemed medically safe to return home

Inclusion criteria	Exclusion criteria
<ul style="list-style-type: none"> Available to adult patients registered with a GP in South East Hampshire - Fareham/Gosport, Havant/Waterlooville and Hayling Island, Bordon/Petersfield Acute illness or injury requiring short-term support from community teams (including admission avoidance interventions, medicines administration, personal care etc.) Acutely ill or injured patients refusing hospital admission despite your concerns, after discussion with their GP Patients with reduced mobility related to an acute illness (i.e. an infection causing difficulty walking to the toilet or in-ability to get their own food or drink, classically referred to as 'off-legs') but without signs of sepsis Patients needing temporary care package due to acute illness (to assist with food and fluids, medications and personal care) Patients that require rapid access to therapy and delivery of basic mobility aids, such as a commode, shower stool, walking or toilet frame to significantly reduce their risk of falls Clinically stable observations (NEWS2 = 4 or less) Clinical Frailty score of 5 or more 	<ul style="list-style-type: none"> Patients registered with GP Practices within PO1- PO6 postcodes Any patient presenting with a time critical condition requiring immediate treatment in hospital and should be pre-alerted, e.g. catastrophic haemorrhage, airway compromise, respiratory distress, acute chest pain, acute headache or abdominal pain. Individuals who require immediate diagnostics e.g. x-ray or scans. Acute mental health problems. Patients with infections indicative of Sepsis Patients <18yrs <p>The UCR provides several different services in a variety of settings including:</p> <ul style="list-style-type: none"> Community nursing End of life care Occupational therapy Physiotherapy Community rehabilitation Specialist nursing support <p>Access to Urgent Packages of Care and In-Reach into non health supporting services Monitoring on the Frailty Virtual ward</p>

