

Urgent Community Response Team (UCRT)

Supporting admission avoidance across mid and south Essex (MSE)

Access to this service is available immediately

One contact number for MSE: 0344 257 3951

Accessible 7 days a week, 52 weeks a year

Teams operating from 08:00hrs – 22:00hrs (referrals accepted 08:00 – 20:00)

What is UCRT?

UCRT is the new collective name for the community teams who respond to the crisis needs of patients in their own homes, including nursing and residential care homes, to avoid admission to hospital or in need of new 24-hour care. **UCRT can be accessed immediately.**

You may already know the service by a different name, depending on your location:

- “SPOR” in Basildon and Brentwood
- “ESDAAR” in mid Essex
- “RRAS” in Thurrock
- “SWIFT” in Southend, Castle Point and Rochford

The same teams are still behind the service, but they have now come together under a single name and contact number:

The Urgent Community Response Team (UCRT)

0344 257 3951

Consisting of teams from Provide, NELFT and EPUT, the service has access to a range of specialists including: senior nurse assessors, independent non-medical prescribers, generic support workers and social workers to support patients to remain in their usual place of residence during an acute episode of illness or urgent social care crisis.

The UCRT service also has access to the Secondary Care Consultant Helpline as well as therapy services for adults that are experiencing a sudden decline in mobility or function, or have experienced a fall. The UCRT are able to provide equipment and home adaptations to optimise functional ability and safety at home.

How can I make a referral to the UCRT?

You can access UCRT 7 days a week, between the hours of 8am – 8pm simply by calling: **0344 257 3951** (GPs can still contact their local teams direct if they wish to).

All calls are answered by a call handler and passed to a senior nurse who will triage the individual patient case and advise if the patient is suitable to be seen by UCRT or is appropriate for another service.

The UCRT service will contact patients within two hours of receiving a referral and can support patients for up to 14 days with ongoing monitoring of observations and treatment to ensure that patients remain safe at home.

If at any point, the patient deteriorates and can no longer safely be managed at home then UCRT will coordinate a safe transfer to hospital for further assessment and admission if this is required.

Inclusion criteria

This list is not exhaustive and we would encourage you to call and discuss each case individually:

- All patients must be registered with a GP within the mid and south Essex area (including temporary residents)
- Simple infections
- Minor illness and ailments
- Urgent (non-acute) medical requirements
- Falls / frailty / vulnerability
- Simple trauma related wounds
- Non-emergency respiratory conditions
- Exacerbation of long-term conditions
- Non-injury falls (assistance from the floor)
- Urgent bloods to guide diagnosis
- Non-routine catheter management
- Urgent provision of equipment i.e. commodes, walking frames & pressure relieving equipment
- Urgent social care crisis
- Urgent end of life crisis

Exclusion criteria

- Under 18 years of age
- Acute Medical Emergency (e.g. sepsis)
- Falls with suspected fracture or reduced consciousness, suspected trauma to head and on anticoagulant therapy

For mental health crisis please call 111 Option 2

All of the above criteria can be found on the Directory of Services (DoS)

What happens next?

Please share this information with your colleagues as appropriate. Remember to update your records / phones with the new number (the old numbers will still redirect to the UCRT team if you call them by accident).

Over the coming weeks you will receive communications materials to help continue raise awareness of UCRT for displaying in staff areas, for use by office-based colleagues, in vehicles etc. Further details will be shared in due course.

If you have any questions about UCRT in the meantime please contact:

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