

# Urgent Community Response Team (UCRT)

Supporting admission avoidance across mid and south Essex

## T: 0344 257 3951

Accessible 7 days a week, 52 weeks a year  
Patients contacted/visited within 2hrs

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

### Inclusion criteria

- 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

You may have previously known this service by another name:  
"SPOR" in Basildon and Brentwood  
"ESDAAR" in mid Essex  
"RRAS" in Thurrock  
"SWIFT" in Southend, Castle Point and Rochford

It's still the same team, just a new name:  
**Urgent Community Response Team (UCRT)** accessed by calling  
**0344 257 3951**

