

Somerset Urgent Community Response Service – providing a 2-hour response for urgent care at home

As winter pressures develop across primary and secondary care, we would like to remind you about the Somerset Urgent Community Response Service, NHS Somerset introduced earlier this year (which is a national scheme being rolled out by local systems across England). This can be used for patients who need urgent, but not emergency care.

With this service our community response teams will be able to visit a patient at home within two hours to help support patients over 18 with a range of conditions from having a fall (where there isn't an injury) to urgent catheter care.

The service is available 08.00 to 20.00, seven days a week it can be accessed via SPL (Somerset Primary Link) on 01749 836700 option 1 for any patient who is at risk of admission into hospital without an urgent response.

The service means patients avoid potential delays in waiting for an ambulance and admission to hospital and can be treated in most cases at home.

The service will assess and support people over 18 with the following range of conditions:

- Non injurious falls – all teams have access to Mangar Eagles lifting equipment
- Decompensation of frailty
- Sudden change in function/mobility requiring an urgent therapy review
- Palliative/end of life crisis support
- Urgent provision of equipment to support a person experiencing a crisis or is at risk of admission
- Increased or new confusion/delirium or worsening of dementia
- Urgent catheter care
- Urgent support for diabetes

Unpaid carer breakdown – short term support may be available where informal care has broken down