



Care Home Early Intervention Vehicle

Call NHS111 and select option 6

The Care Home Early Intervention Vehicle (EIV) service is available for all East & North Hertfordshire care home residents. An advisor will be able to assist you to make the most appropriate decision for your resident. This may include advice to manage the symptoms, or they may send out the dedicated care home vehicle, EIV. If this is not appropriate, they may refer you to the Out of Hours service or dispatch an ambulance.

What is the EIV?

This service is for any care home resident that may have had a fall or require non-urgent medical attention. An Urgent Care Practitioner may visit the care home to assess the patient and where possible treat them for a number of minor injuries and ailments including:

Falls without obvious injury	Fainting or dizziness
Minor wounds	Skin complaints
Asthma and COPD	Earache
Soft tissue injuries requiring assessment for any potential bony/soft tissue issues	Assessments for patients with a sudden or gradual onset of feeling unwell
Lower back pain	Minor scalds and burns
Minor allergic reactions	Specialised dressings
Assessments for sepsis	Minor illness including UTIs and chest infections

The visiting resource will be a qualified Paramedic or Nurse who will have lifting cushions and is able to fully assess the resident and treat them where able without the need for unnecessary emergency department visits or admission.

Operating hours

Saturday 3 August - Thursday 15 August

13:00 to 21:00 every Saturday, Sunday and Monday

From Friday 16 August onwards

13:00 to 21:00 every Friday, Saturday, Sunday and Monday

Outside of these hours you will be taken through an NHS111 assessment.

Please note that the EIV service does not operate on bank holidays.

How to access the service

- Call NHS111 and select option 6
- An advisor will answer the call, take demographics and rule out any life threatening symptoms
- You will be called back by a Clinical Navigator, who will fully assess the patient over the phone determining which resource is best for the patient
- If the case is suitable for the EIV service, the vehicle will be dispatched with a confirmed time frame for the visit. If not suitable, an onward referral will be made