







Upper Lea Valley Care Home

Are you concerned about a resident? Service access information

Service	When to contact	How to contact
	For health advice from GP's, Palliative care nurse, Mental health nurse, Pharmacist, Dentist, Falls	CALL 111 and select option 6 24 hrs, 7 days a week <i>Ensure you are with your resident when you call</i>
 End of Life	Provides support for service users and professionals to help avoid unnecessary or unwanted hospital admissions	CALL Isabel Hospice Advice Line 01707 382500 9am to 5pm, Monday to Friday CALL 01707 382575 Out of hours and weekends
 Mental Health	A resident experiencing a mental health problem for the first time or is in need of urgent help. <i>(If your resident is already using the service contact their case worker directly).</i>	CALL 01707 364003 for informal advice CALL 0300 777 0707 for referral for new patient 24 hours a day 7 days a week
 Integrated Care Team	The team brings together nurses, physios, OTs, mental health nurses and social care staff. Provides support for patients that are already on the case load who require clinical assistance e.g. blocked catheters, wound care Or, if there is a risk of a hospital admission of a resident (nursing or residential resident)	CALL 0300 123 7571 for same day urgent visits: 8am to 10pm, 7 days a week Email hct.upperleavalleyspoc@nhs.net for routine referrals
 Wheelchair service	Provides wheelchairs and equipment including pressure relieving cushions and some accessories for wheelchairs *New users should be referred through their GP, district nurse, physiotherapist, occupational therapist.	CALL 0333 234 0303 8.00am to 5.00pm Mon-Fri <i>For current wheelchair users only</i>
	For life or limb threatening emergencies only (Chest Pain, FAST- stroke, Loss of Consciousness)	CALL 999 24 hours a day 7 days a week

Think SBAR to assess the situation and contact the right health service

- **Situation**
- **Background**
- **Assessment**
- **Recommendation**

To download the full SBAR tool visit- www.hcpa.info/sbar

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