





Single Point of Access contacts for East & North Hertfordshire Care homes



Service	When to Contact	How to Contact
	<p>For out of hours health advice from</p> <ul style="list-style-type: none"> • GP • Palliative care nurse • Mental health nurse • Pharmacist • Dentist 	<p>Call: 111 option *6 24 hours a day 7 days a week Ensure you are with your resident when you call</p>
	<p>For life or limb threatening emergencies only</p>	<p>Call: 999 24 hours a day 7 days a week</p>
 <p>End of Life</p> 	<p>The Palliative Care Referral Centre provides advice as a 1st point of contact for palliative and end of life patients.</p>	<p>CALL 0300 123 7571 (select the appropriate option when prompted) 24 hours a day 7 days a week</p> <p>Call: 01923 330 330 Our Inpatient Unit is open 24 hours a day 7 days a week Our administrative office hours are 09.00 - 17.00 Monday to Friday Email: education@peacehospicecare.org.uk</p>



Hertfordshire and
West Essex Integrated
Care System



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 <p>Hospital at Home (Previously Prevention of Admission)</p>	<p>Residential and Nursing Care Homes have access to the Hospital at Home service for same day urgent responses to avoid patients being admitted to hospital, including end of life.</p> <p>Please use this service if you are concerned that a resident may require a hospital admission for an urgent but non-life-threatening condition. This is not for everyday issues; your regular GP will continue to deal with these.</p>	<p>CALL 0300 123 7571 (choose professional line when prompted) 08:00 – 20:00, 7 days a week For same day urgent visits, the last referral for therapy 16:00, and nursing 18:00</p> <p>Email: hct.hospitalathome@nhs.net</p>
 <p>Mental Health</p>	<p>A resident experiencing a mental health problem for the first time or needs urgent help. (If your resident is already using the service contact their case worker directly)</p>	<p><u>Informal Advice</u> UPPER LEA VALLEY, LOWER LEA VALLEY, WELHAT, STORT VALLEY & VILLAGES 01707 364003 NORTH HERTS, STEVENAGE 01442 275628 9am – 5pm (Mon – Fri)</p> <p><u>New Patient Referrals</u> 0800 6444 101 24 hours a day 7 days a week</p> <p>Email: hpft.spa@nhs.net for non-urgent enquiries</p>



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<p>Care Home Clinical Leads</p>	<p>Care Home Clinical Leads can provide advice and support with completing care plans, including advanced care planning and treatment escalation plans. CHCLs also provide training, education and advice for care homes and co-ordinate regular multi-disciplinary meetings to discuss complex residents.</p>	<p><u>UPPER LEA VALLEY</u> Pamela Rumble; Morgan Rodgers; Sam Norris; Mandy Lewis</p> <p><u>LOWER LEA VALLEY</u> Jane Roper; Sam Norris; Mandy Lewis</p> <p><u>STEVENAGE</u> North: Katy Ball South: Matthew Heath</p> <p><u>STORT VALLEY & VILLAGES</u> Ngaire Lushington</p> <p><u>WELHAT</u> Emma Jakes; Justine Musiime</p> <p><i>To speak to a Clinical Lead, please ask the care home for the telephone number of their assigned Clinical Lead.</i></p>



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Frailty Nurse (North Herts only)	Assess residents for frailty and offer a Personalised Care and Support plan which includes Advanced care planning. Also review residents who are generally deteriorating and offer 4 monthly reviews.	<u>NORTH HERTS</u> Madeleine Kinnar ;Annie King; Tanya Catton Email: hct.carehometeam@nhs.net



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