



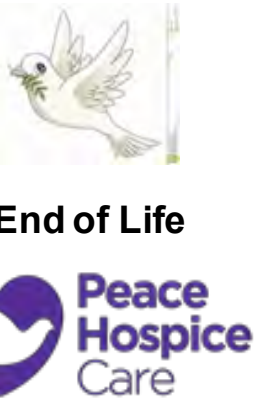


Single Point of Access contacts for South & West Hertfordshire Care homes

Service	When to Contact	How to Contact
<p>HAARC</p>  <p>Hertfordshire Admission Avoidance Response Car</p>	<p>If your resident is suffering from symptoms of –</p> <p>Head injuries (without loss of consciousness) / Wounds / Burns & scalds / Joint & limb injuries / Soft tissue injuries / Rib injuries / Back pain / Chest infections / Urinary Tract infection / Dizziness Vomiting / Minor Allergic reactions</p>	<p>Call: 03456010552 06.30 - 23.00 7 days a week</p> <p>Ensure you are with your resident when you call</p>
 <p>CLCH Prevention of Admission Pathways</p> <p>Rapid Response (RR) and Early Intervention Vehicle (EIV)</p>	<p>RR and EIV pathways are delivered by joint multi-disciplinary teams comprising of Nurses, Paramedics, OTs, Physios and Healthcare Support Workers to prevent avoidable hospital admissions. Care Homes will typically refer patients suitable for an EIV response. The services are available to adult patients living in Herts Valleys and registered with a Herts Valleys GP.</p> <p>Typical Referrals Accepted: Urinary Tract Infection / Falls with no/minor injuries (including patients currently on the floor) / Minor head injuries (without loss of consciousness) / Back Pain / Chest Infections / Joint and Limb pain / Dizziness Vomiting</p> <p>For any life-threatening conditions, call 999 (Not breathing, unconscious, chest pain, signs of stroke, heavy bleeding)</p>	<p>Call: 03000 200 656, Option 2, Option 8, Then ask to refer to EIV</p> <p>EIV and RR referral calls are triaged by the same team who will determine the most appropriate response. 08.00 - 20.00 7 days a week</p> <p>NB: For wound and catheter care, please continue to refer to the Community Nurses in the established way.</p>



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	<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>The Palliative Care Referral Centre provides advice as a 1st point of contact for palliative and end of life patients.</p>	<p>Call: 03332340868 Monday - Friday 9.00 - 17.00 Saturday, Sunday & Bank Holidays 10.00 - 14.00 Specialist Palliative Care advice is available 24 hours a day - Call: 020 3826 2377</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





Single Point of Access contacts for South & West Hertfordshire Care homes

Service	When to Contact	How to Contact
 <p>Mental Health</p>	<p>Contact for advice relating to:</p> <p>A resident experiencing a mental health problem for the first time or is in need of urgent help (If your resident is already using the service contact their case worker).</p>	<p>Call: 0800 6444 101 or 01923 633 263 24 hours a day 7 days a week</p>
 <p>Mental Health via Hertfordshire Partnership University NHS Foundation Trust</p>	<p>HPFT Care Home Function</p> <p>Aims of the Care Home Function and Overview of the service:</p> <ul style="list-style-type: none"> • Prevent hospital admissions from Care Homes - when appropriate and safe to do so • Help facilitate early discharge from in-patient care and support care homes to manage this transition period • Liaise with families and carers to identify meaningful occupation for service users • To support service users to live well with dementia by promoting occupational engagement and maintaining existing skills • Improve the knowledge and confidence of care homes staff to use non-pharmacological and pharmacological interventions with service users • To provide complex information and training to care homes staff, service users and their families • To support care home staff with short term treatments such as medication changes or behavioural support plans • To liaise with GPs, Families and other stakeholders 	<p>Email: enherts.smhtop@nhs.net</p> <p>Or telephone -</p> <p>NW (Dacorum & St Albans) 01442 275 628</p> <p>SW (Watford & 3 Rivers, Hertsmere) 01923 837 148</p> <p>North (Stevenage, Baldock, Letchworth) 01438 792 190</p> <p>East (Hatfield, Hertford, Bishop's Stortford) 01707 364 012</p> <p>Opening Hours: 09.00 - 17.00 Monday - Friday</p>






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 <p>Community Adult Health Services (CAHS)</p>	<p>Community nurses, community matrons, physiotherapists, occupational therapists and specialist palliative care nurses who support with:</p> <ul style="list-style-type: none"> • Wound care management • Chronic disease management • Palliative treatment and care • Injections/eye drops • Tissue viability • Leg ulcer management • PEG management • Bladder and bowel management • Therapy assessments and treatments 	<p>Call: 03000 200 656 Option 1 08.00 - 22.00 7 days a week</p> <p>Website: CLCH.nhs</p>
 <p>Wheelchair Service</p>	<p>Provide wheelchairs and equipment such as:</p> <ul style="list-style-type: none"> • Manual wheelchairs • Powered indoor and outdoor wheelchairs • Specialist buggies, wheelchairs and seating for children • Specialist bespoke seating systems for use with a wheelchair • Pressure relieving cushions and some accessories for wheelchairs 	<p>Call: 0808 1753040 08.00 - 18.00 Monday - Friday (For current wheelchair users)</p> <p>*New users should be referred into the service by a qualified healthcare professional such as a GP, district nurse, physiotherapist, occupational therapist</p>





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 <p>Community Speech and Language Therapy (SLT)</p>	<p>Contact for advice and support relating to:</p> <ul style="list-style-type: none"> • Difficulties with communication, eating, drinking and swallowing • Newly identified or as a result of medical conditions, such as stroke, head & neck cancer, Parkinson's disease and dementia 	<p>Call: 01438 285287 09.00 - 17.00 Monday - Friday</p>
 <p>Community Diabetic nursing team</p>	<p>Contact for advice relating to:</p> <ul style="list-style-type: none"> • Advice and education for adults with diabetes • Healthy living • Diabetes treatments • Initiation of insulin • Blood glucose monitoring and how to use a glucometer 	<p>Call: 01707 621152 09.00 - 17.00 Monday - Friday</p>
 <p>Community Dieticians</p>	<p>Contact for advice and support relating to:</p> <ul style="list-style-type: none"> • Diabetes and weight Management • Nutrition support • Home enteral tube feeding • Long term conditions 	<p>Call: 01727 732011 09.00 - 17.00 Monday - Friday</p>
<p>The Heart Failure Team</p>	<p>Known to have heart failure and known to the community heart failure team?</p>	<p>Call: 03000200656 Option 5 Email: clcht.South & Westherts.communitycardiology</p>



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 <p>Community Respiratory team</p>	<p>Contact for advice and support relating to:</p> <ul style="list-style-type: none"> • Pulmonary rehabilitation • Home oxygen • Hospital at home • Community respiratory clinic • Chronic obstructive pulmonary disease (COPD) • Asthma • Bronchiectasis • Interstitial lung disease (ILD) • Obstructive sleep apnoea (OSA) • Non-invasive ventilation (NIV); and tuberculosis nursing service 	<p>Call: 07944 960825 09.00 - 17.00 Monday - Friday</p>
	<p>Membership: Anyone who provides adult social care in Hertfordshire can be a HCPA member. From Residential and Nursing Homes, Care at Home, Day Services, Nursing Agencies and Hospices, to Direct Employers and Support Living.</p>	<p>Call: 01707 536 020 Email: enquiries@hcpa.co.uk Website: HCPA</p>
<p>Herts Valleys Medicines Optimisation in Care Homes (MOCH) Team</p>	<p>Support and training with medications</p>	<p>Call: 01442 898888 Email: PMOT (NHS Hertfordshire and South & West Essex ICB)</p>



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Herts Valleys Care Home Improvement Team (CHIT)	Supporting and training care homes to ensure the prevention of avoidable hospital admissions and to provide the best quality care	Email: CHITnurse (NHS Hertfordshire and South & West Essex ICB)
UK government guidance on Care Home visiting		Visiting-care-homes-during-coronavirus
For Patients with Needle Phobia	HPFT support patients with needle phobia and the referral route is the same as for any other IAPT referral	Please can you encourage people to make a self-referral via our patient portal available on our webpage HPFT-iapt.nhs

