

Rapid Response for Residential Homes



Service provision

Nurse led assessment and treatment service for patients who live in a residential care home in Luton, and are registered with a Luton GP which averts unnecessary hospital admission.

The service provides early assessment and treatment of minor illness and minor injury to residents who would previously have been referred to their GP or hospital.

Specialist nurses provide assessment, diagnosis and treatment including prescribing for acute conditions.

The service provides a first point of contact helpline for carers/other health care professionals in care homes who have concerns regarding the condition of a resident.

Contact with the service may result in :

- Telephone advice
- Assessment of the resident leading to treatment within the home and advice to the carers
- Onward referral to GP
- Onward referral to another provider/service depending on clinical need.

Service available 08:00am—18.00 pm 7 days a week

How long is this service provided?

The team provide initial same day assessment and advice to the patient and care home staff.

Occasionally if necessary the nurse will also visit the patient the following day to review progress.

Following a visit by the Rapid Response Team, a letter documenting the care provided is sent to the patient's GP.

Verbal and written advice is also communicated to the care home staff

Students

Rapid Response take students for clinical placements and verbal consent will be requested prior to any treatment procedures.

Confirmation of this will be documented in the patient notes.

For further information about this service contact:

To discuss or refer a patient please contact a nurse specialist direct on Mobile:

Rapid Response telephone line: 0333 405 3000

Between 08:00 and 18:00 - 7 days a week



If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: ccs-tr.pals@nhs.net.

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.