

2 Hour Urgent Crisis Response

PCN – Telephone Hotline to the Central CCC (9am to 5pm) Tel. 01872 322709

Inclusion & Exclusion Criteria

INCLUSION



- Individuals requiring a 2 hour urgent care response, will receive an assessment, treatment and support in their usual place of residence to prevent an acute admission to hospital.
- Individual is aged 18+.

Typical presentations which may necessitate a need for rapid 2 hour response include:

- Acute confusional state with unknown cause
- Acute on chronic frailty symptoms
- Acute breathlessness alongside pre-existing COPD or heart failure,
- New or deteriorating mobility problems which will result in hospital admission if not addressed within 2 hours.
- Inadequate support at home which could lead to acute hospital admission or immediate risk to the individual
- Patient requiring palliative care who has a new or deteriorating issue which may result in acute admission if not assessed and treated within 2 hours.
- Urgent catheter care
- **Clinical judgement will support triage and decisions regarding necessity for 2 hour urgent crisis response.**

EXCLUSION



- Patient requires immediate emergency response e.g. life threatening sepsis.
- Where a person needs a specialist clinical condition pathway e.g. acute stroke.
- Crisis mental health scenarios requiring functional diagnosis or dual diagnosis
- Sole GP home visit for the purposes of diagnosis/treatment with no further intervention from an MDT.
- Pregnancy
- If clinical judgement at triage determines that patients clinical needs do not require 2 hour urgent crisis response

Referral for 2h UCR is appropriate if the person is experiencing a crisis which can be defined as a sudden deterioration in a person's health and wellbeing. This may have been caused by a stressor event which has led to an exacerbation of an existing condition or the onset of a new condition. This health or health and social care need requires urgent treatment or support within two hours.

In addition to the UCR inclusion/exclusion criteria, clinical judgement also needs to determine which individuals would benefit from 2-hour response.

In conjunction with available history and social situation, this would be judged on **key risk factors** such as:

RISKS



- Age >65;
- Rockwood Clinical Frailty score of 6 or above;
- Previous acute admissions;
- Previous falls;
- Care home residents;
- Multi-morbidities (2 or more long term conditions) with or without dementia;
- Polypharmacy;
- And urgent care sensitive conditions - COPD, falls (aged 65 and over), non-specific abdominal pain, deep vein thrombosis, cellulitis, blocked catheters and feeding tubes, hypoglycaemia, urinary tract infection, angina, epileptic fit, minor head injuries.

**Can our community team provide an assessment and prevent an acute admission for your patient? Please phone and discuss with our clinical team
Tel 01872 322709**