

One Call One Team (OCOT) Guide to Services

Contact details for **One Call**

(provided by Sussex Community NHS Foundation Trust 365 days a year):

Tel: 01903 254789

Fax: 01273 254046

Email: sc-tr.onecallcoastalreferrals@nhs.net

Introduction

What does One Call One Team do?

One Call One Team is a single point of access for urgent care referrals. The service facilitates access to urgent care management options across the health community and prevent avoidable hospital admissions for adults with medical problems; by providing rapid assessment of patients and access to short term community packages of care, including medical, therapy and personal care. The aim of One Call One Team is to facilitate the treatment and management of patients, at the right time, in the right place, ensuring services are wrapped around patients' need and choice.

The underlying principles are as follows:

- Reduce inappropriate unplanned admissions
- Reduce inappropriate A&E attendances
- Reduce care home non-elective admissions and A&E attendances
- More patients have a choice of where they receive care and where they choose to die
- Seamless urgent care service
- Better experience for staff in the urgent care system

Which patients can use this service?

The service is available to all medical patients 18 and over who are served by NHS Coastal West Sussex Clinical Commissioning Group (CCG).

How do I access the service?

The service will be accessed via One Call, which is accessible by all healthcare professionals within primary, community and secondary care; South East Coast Ambulance Trust; West Sussex Social Services; the out-of-hours provider; care homes and hospices.

Where is it based?

One Team will be based within the localities of NHS Coastal West Sussex CCG with a multi-disciplinary team.

Patient care is delivered in the patient's home and an acute setting if this is most appropriate.

Who is responsible for the service?

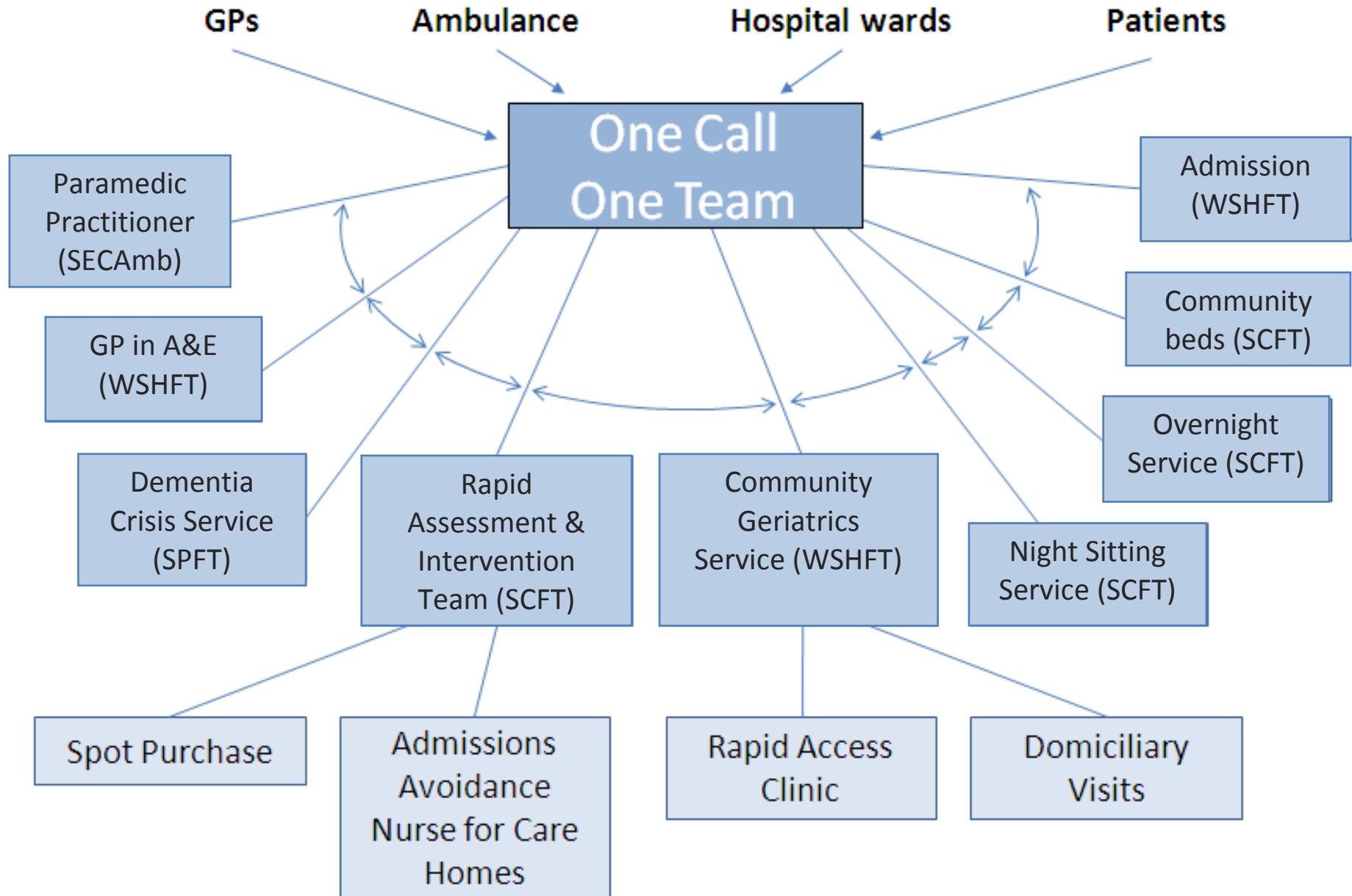
The Urgent Care Operational Group will performance manage the costs and benefits of the service against the following key measures:

- A&E attendance rate
- Emergency admission rate
- Emergency re-admission rate
- Emergency admissions lengths of stay

Who is responsible for clinical governance?

One Call One Team has a clinical governance document which sets out the governance for the whole service. A 3-monthly clinical governance meeting will be held, chaired by the Community Geriatrician

One Call One Team Pathways



Service Areas and Accountability

One Call (nurse assessors and administrators)

Who is responsible?

Sussex Community NHS Foundation Trust

How do you access the service?

- One Call is accessible to all health and social care professionals.
- Referrals can be made via the following:
Telephone: 01903 254789 (urgent referrals must be made via telephone for immediate response)
Fax: 01273 254046
Email: sc-tr.onecallcoastalreferrals@nhs.net (non-urgent referrals, for response within 24 hours)

Who are we?

- One Call is a team of experienced nurse assessors and administrators who provide and coordinate telephone assessment and clinical triage of patients.

What do we do?

- 24/7 service, 365 days a year.
- Single point of access for all hospital and community urgent care services.
- The service can facilitate access to all One Team services, including the Rapid Assessment and Intervention Team; GP in A&E; Paramedic Practitioner; Community Geriatrics Service and Dementia Crisis Team and access to community beds across Coastal West Sussex.
- Single point of access for community beds at Salvington Lodge, Zachary Merton and Darlington Court.
- Signposting and linking referrers to community based services or outside agencies.
- One Call facilitates conference calling with consultants for GP initiated admission to hospital.

When can I access this?

Available 24/7, 365 days a year

Rapid Assessment and Intervention Team (RAIT)

Who is responsible?

Sussex Community NHS Foundation Trust

How do you access the service?

GPs and Health Professional can refer patients via One Call. Patients accepted by RAIT will be experiencing an acute alteration in their physical wellbeing or social circumstance which, without the input of this service, would result in an acute hospital admission.

Who are we?

The Rapid Assessment and Intervention Team (RAIT) is an integrated multi-disciplinary community team providing a rapid assessment service at the interface between primary and secondary care. The team includes nurses, physiotherapists, occupational therapists and social workers. The team also includes an admission avoidance nurse for care homes; there is currently one in post based at Worthing and one to be recruited at St Richard's.

What do we do?

- A full assessment of health and social care need, including risk assessment in community and A&E
- See patients within 2hrs of referral
- If appropriate, coordinate short-term care alternative to admission, possibly into a nursing/residential home.
- A package of care will be identified and agreed with the individual/carer
- RAIT will have responsibility for providing up to 72 hours of care and ensuring handover either to appropriate services for the coordination of on-going care packages.
- The focus of RAIT will be to provide support and rehabilitation during and following a health crisis where patients are at risk of an avoidable admission to acute care.
- The admission avoidance nurse for care homes works with care homes in the community, providing advice, education and domiciliary visits with the aim of preventing inappropriate hospital admissions for this cohort of patients.

When can I access this?

Available 08:00 – 20:00, 7 days a week

Night Sitting Service

Who is responsible?

Sussex Community NHS Foundation Trust

How do you access the service?

GPs and Health Professionals can refer patients via One Call.

Who we are?

The team consists of night support workers.

What do we do?

Provide a waking night service for patients at home who are at risk of a hospital admission.

When is the service available?

21:00 – 07:00, 7 days a week

Overnight Nursing Service

Who is responsible?

Sussex Community NHS Foundation Trust

How do you access the service?

Patients, relatives, carers, hospitals, ambulance service and out of hours GP service can refer via One Call.

Who are we?

The team consists of senior staff nurses, community practitioners and health care assistants.

What do we do?

Assessment and treatment of urgent and essential nursing care needs to adults aged 18 and over who are registered with a West Sussex GP.

When can I access this?

Available 18:00 - 08:00, 7 days a week

GP in A&E

Who is responsible?

Consultant in A&E, Western Sussex Hospitals NHS Foundation Trust

How do you access the service?

- Practice GPs can refer directly to the GP in A&E via One Call
- The GP in A&E can also see patients presenting directly to A&E. This group of patients are those who, if seen by a GP with access to hospital diagnostics (from blood tests to CT scans), could prevent an admission. The patients will be identified by the nurse in charge of the shift in the A&E department in close discussion with the GP.

Who are we?

A rota team of experienced GPs who work within the A&E departments of Worthing and St Richards Hospitals; there will be one GP at each site.

What do we do?

- Identify patients within A&E where the need for admission is equivocal and access to diagnostics could prevent an admission
- See patients referred in by GPs
- Undertake and facilitate comprehensive, holistic, clinical assessment and investigation within A&E
- Make a clear management plan for each patient utilising expert knowledge to direct the patient to care in the most appropriate setting.
- If patients is admitted, the GP in A&E will undertake a handover to acute admitting teams ensuring there is a plan for discharge at the point of admission

When can I access this?

Available 10:00 – 18:00, 7 days a week

Community Geriatrics Service

Who is responsible?

Integrated Clinical Lead for Elderly Medicine, Western Sussex Hospitals NHS Foundation Trust

How do you access the service?

The Community Geriatrician Service will provide advice and rapid access clinic service; they are available via One Call and will accept referrals from nursing homes.

Who to refer? - frail, unwell older people with unexplained illnesses or decline in function who you feel might need admission if not assessed quickly, including fallers.

Who are we?

A team of Community Geriatric Consultants working across Worthing and St Richards Hospitals (Please note these will be in post in Worthing in June and in St Richards Hospital in August)

What do we do?

- Help to maintain patient's independence and avoid hospital admissions where possible
- The Rapid Access Clinics will provide an urgent medical assessment for those elderly patients who have complex needs that are rapidly deteriorating. Thus are at high risk of admission. The service is needs-related, with the aim of seeing patients next day (or within 72 hours). Rapid access clinics are co-located with access to simple radiology and bedside testing. Locations will be Worthing, Southlands, St Richards, and Bognor. Frequency will depend on expected activity.
- Provide telephone support and advice to Primary Care and community staff
- Domiciliary visits in homes and nursing homes
- Support assessment in local community hospitals,
- Provide regular educational input to GP training programmes and CPD events.

When can I access this?

Available 9:00 – 17:00, Monday – Friday

Paramedic Practitioner

Who is responsible?

Andy Collen - Clinical Development Manager, South East Coast Ambulance Service (SECAmb)

How do you access the service?

Can be accessed by all health and social care professionals via One Call

Who are we?

Teams of experienced Paramedic Practitioners based across West Sussex undertaking a range of clinical duties, including response to 999 calls and referrals from other ambulance clinicians, as well as being part of One Call.

What do we do?

- The Paramedic Practitioner will undertake a clinical assessment at the patients' homes within 1 hour of referral where the alternative would be to call 999 for an ambulance to take the patient to hospital for assessment.
- Treat onsite (including issuing medication under patient group direction (PGD))
- Signpost patients who have called 999 back to their community care team.
- Deal with patients who have suffered an injury (i.e. providing emergency wound care).
- Assist community IV teams with sitting cannulae.
- Provide a range of patient testing, such as 12 lead ECGs

When can I access this?

Available 7:30 – 19:30, Monday – Friday

Dementia Crisis Service

Who is responsible?

Team Leader, Western Dementia Crisis Service, Sussex Partnership Trust
Team Leader, South Dementia Crisis Service, Sussex Partnership Trust

How do you access the service?

Patients with a diagnosis of dementia (including a GP diagnosis) can be referred to the dementia crisis team via One Call

Who are we?

A multi-disciplinary team of mental health nurses, social workers, Psychiatrist and carers who support people with dementia and their carers

What do we do?

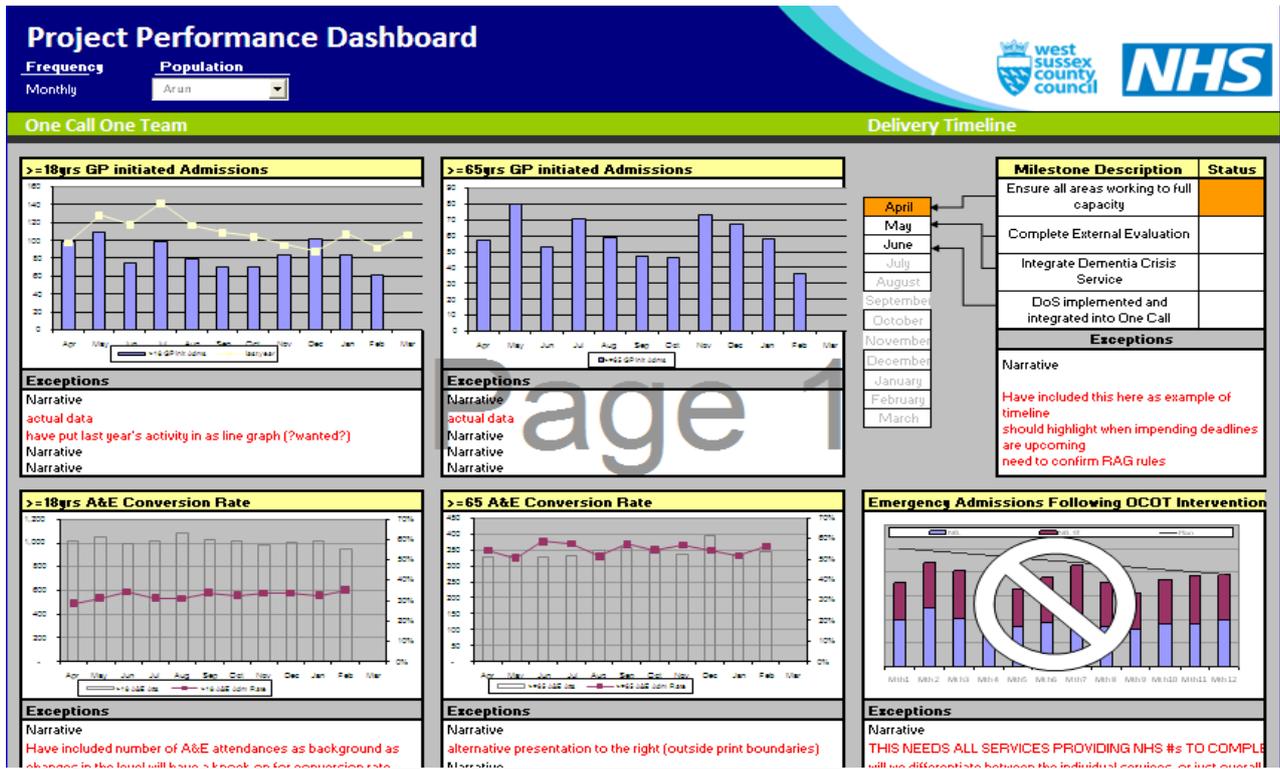
- Bring together health and social care in response to a crisis,
- Provide support for the person with dementia and / or their carers
- Provides initial and responsive intensive support (up to 6 weeks) which is then followed by the coordination of longer term and sustainable support arrangements where appropriate

When can I access this?

Available 7:30 – 21:00, 7 days a week

Performance / Accountability

As part of the performance monitoring process, a Project Performance Dashboard for One Call One Team has been developed. This will be updated monthly by the Coastal West Sussex Performance Team and will be made available to the project team and the Urgent Care Board. The data will be displayed as demonstrated in the picture below and will contain performance measures as listed below that.



One Call One Team (OCOT)

- Over 18 yrs GP initiated admissions
- Over 65 yrs GP initiated admissions
- Over 18 yrs A&E Conversion rate
- Over 65 yrs A&E Conversion rate
- Emergency Admissions Following OCOT Intervention

Nurse Assessors

- Volume of Calls (Urgent and Non-Urgent Line)
- Length of Calls, Urgent and Non-Urgent Calls
- Time to Answer and Time till Decision Maker on Phone

Rapid Access Community Services

- Number of New Referrals
- Number of Patients Discharged within 72 hrs
- Inappropriate Case mix of patients

GP in A&E

- Patients seen per week & number referred by One Call
- GP in A&E Rotas filled

Paramedic Practitioner

- Number of Referrals and Cases seen
- Conveyance Rate
- Response Time to One Call Request

Community Geriatrics Service

- Number of New Referrals and Waiting Time
- Admission Rate Following RACE
- Readmissions within 30 days

Social Workers

- Time from Referral to Assessment (Community)
- Time from Referral to Assessment (A&E)
- Support Plan within 6 weeks