



Mid and South Essex
Health and Care
Partnership

Urgent Community Response

Implementing a system-wide approach to falls

29 Sept 2022

Yvonne Mubu – Strategic Head of Service UCRT (MSE)



Working together for better lives



Background

- UCRT respond within 2 hours to the crisis needs of patients in their own homes , including nursing and residential care homes, to avoid hospital or need of new 24-hour care admission
- In addition, we are now working as part of the Virtual Hospital in mid and south Essex, meaning we can accept referrals for patients with urgent or more complex health and care needs.
- Our service has a range of specialists including senior nurse assessors, paramedics, prescribers, support workers, physiotherapists, occupational therapists, and social workers, who will support the patient to remain in their home or place of residence during an episode of illness.
- The service covers four areas: Basildon and Brentwood, mid Essex, Thurrock, and Southend and Castlepoint and Rochford.

Urgent Community Response Team (UCRT)

Supporting admission avoidance across mid and south Essex

Accessible 7 days a week, 52 weeks a year, patients contacted/visited within 2hrs



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	Simple Infections	Minor illness and ailments	Urgent (non-acute) medical requirements	Falls/ frailty/ vulnerability	Simple trauma related wounds	Non-emergency respiratory conditions	Exacerbation of long-term conditions	Non-injury falls (assistance from floor)	Urgent bloods to guide diagnosis	Non-routine catheter management	Urgent provision of equipment i.e., commodes	Urgent social care crisis	Urgent end of life crisis
Mid Essex	✓	✓	✓	✓	✓	✓	✓	✓ Roizer chair	Availability may vary - please discuss with Triage Nurse	Via District Nurses	✓	✓	Where not known to existing service
South-East Essex	✓	✓	✓	✓	✓	✓ Including access to nebulisers	✓	✓ Roizer chair	Results will be available next day for late referrals - discuss with Triage Nurse	Via District Nurses	✓ Integrated OT	✓	Where not known to existing service
Basildon & Brentwood	✓	✓	✓	✓	✓	✓ Including access to nebulisers	✓	✓ Roizer chair	Results will be available next day for late referrals - discuss with Triage Nurse	✓	✓	✓	Where not known to existing service
Thurrock	✓	✓	✓	✓	✓	✓ Including access to nebulisers	✓	✓ Roizer chair	Results will be available next day for later referrals - discuss with Triage Nurse	✓	✓	✓ Integrated social worker	Where not known to existing service

T: 0344 257 3951 Teams operating from 08:00hrs – 22:00hrs (referrals accepted 08:00hrs – 20:00hrs)



Context – journey so far

- Urgent Community Response is currently delivered by 3 community providers (MSE Community Collaborative) in the 4 places
- Four existing 'rapid response' services working under different names and with different service specs brought together as one UCRT across Mid and South Essex
- Consistent offer around falls management- Raizer chairs 2020
- Supported by a Single Point of Access to ensure a consistent, standardised and equitable approach for all our residents in each Place
- Since early 2021, have been focused on improved referrals and acceptance rates through an integrated approach
- Aging Well Service Development Funds (SDF) for Occupational Therapy and Physiotherapy recruitment in each team



Collaborative working

- *EEAST, Tec Providers and two-hour UCR services in MSE are working hard to ensure appropriate patients who call 999 are redirected to UCR teams.*

999 (EEAST) & UCRT

TRAINING

- Targeted engagement of EEAST crews
- Development of a custom training module for referring clinicians to raise awareness, understanding and confidence in UCRT
 - 100% of feedback responses said they learned something new about UCRT's capabilities and were more likely to use it in future
 - 8% of referrals to UCRT listed the pilot training as the primary reason for referral
- Agreement that training will form part of EEAST's ECS training and consideration of inclusion for induction training

Referral opportunities- “Push and Pull” Model

- Daily feedback loop with EEAST leadership
- Daily touch points with EEAST clinical leads to identify suitable calls on 999 stack
- ‘Hear and Treat’
- UCRT Clinical Triage posts working within ambulance control, pulling referrals from the stack
- Dedicated falls desk within EEAST directly sending referrals for non injury falls pre-clinical triage

Dedicated “Falls Desk”

- MPDS code 17A04
 - Since Jan 2022 UCRT are accepting fall non-injury 999 calls, post MPDS coding, pre-clinical telephone triage for patients that are still on the floor
 - Improving patient experience
 - Timely 2- hour response
 - Right treatment the first time
 - Reduced ambulance attendance
- This is managed through EEASTs falls desks in a push model
 - Clinically review 17A04 prior to passing out
 - Ensures long lies are welfare checked and receive the correct response



ECAT Falls Desk Referrals									
Unit	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Total
UCRT South East (EPUT)	0	11	16	10	24	15	7	3	86
UCRT South West (NELFT)	19	16	24	12	17	17	27	8	140
UCRT Mid-Essex									
Total Referrals									226

ECAT Falls Desk Referrals

- Total number of falls referrals from Jan –Aug 2022
- *** Data for UCRT Mid-Essex not available at time of report



EEAST /UCRT Sustainability & Next Steps

- Fortnightly meeting between UCRT and EEAST leads to review EEAST/ UCRT referrals data using the dashboard, identify challenges and opportunities for improvement, manage any key actions to maximise referral rate and manage delivery of any training programmes
- Continuously assess UCRT capacity vs current and anticipated demand
- Recommence ECS training with EEAST to enhance identification of suitable fallers
- Further training and upskilling for UCRT clinicians i.e wound closure
- Continue Comms and good news stories/patient stories
- Remote access to the 999 stack and role out of Cleric Portal in Nov 22
- Improving data quality



Care Tech & UCRT -Referral opportunities

Care Tech have incorporated the UCRT pathway in their triage algorithm which now link back to UCRT for minor injury and falls pathways

UCRT inclusion and exclusion criteria linked in for anything else that may fall under the UCRT umbrella.

Direct access via UCRT SPA

Clinical responsibility of taking referrals earlier in the pathway sits with UCRT

ASSISTANCE REQUIRED

T: 0344 257 3951

Accessible 7 days a week, 52 weeks a year
Patients contacted/visited within 2hrs

Teams operating from 08:00hrs – 22:00hrs
(referrals accepted 08:00hrs – 20:00hrs)

Exclusion criteria

- Under 18 years of age
- Acute Medical Emergency (e.g. sepsis)
- Falls with suspected fracture or reduced consciousness, suspected trauma to head and on anticoagulant therapy

For mental health crisis please call
111 Option 2

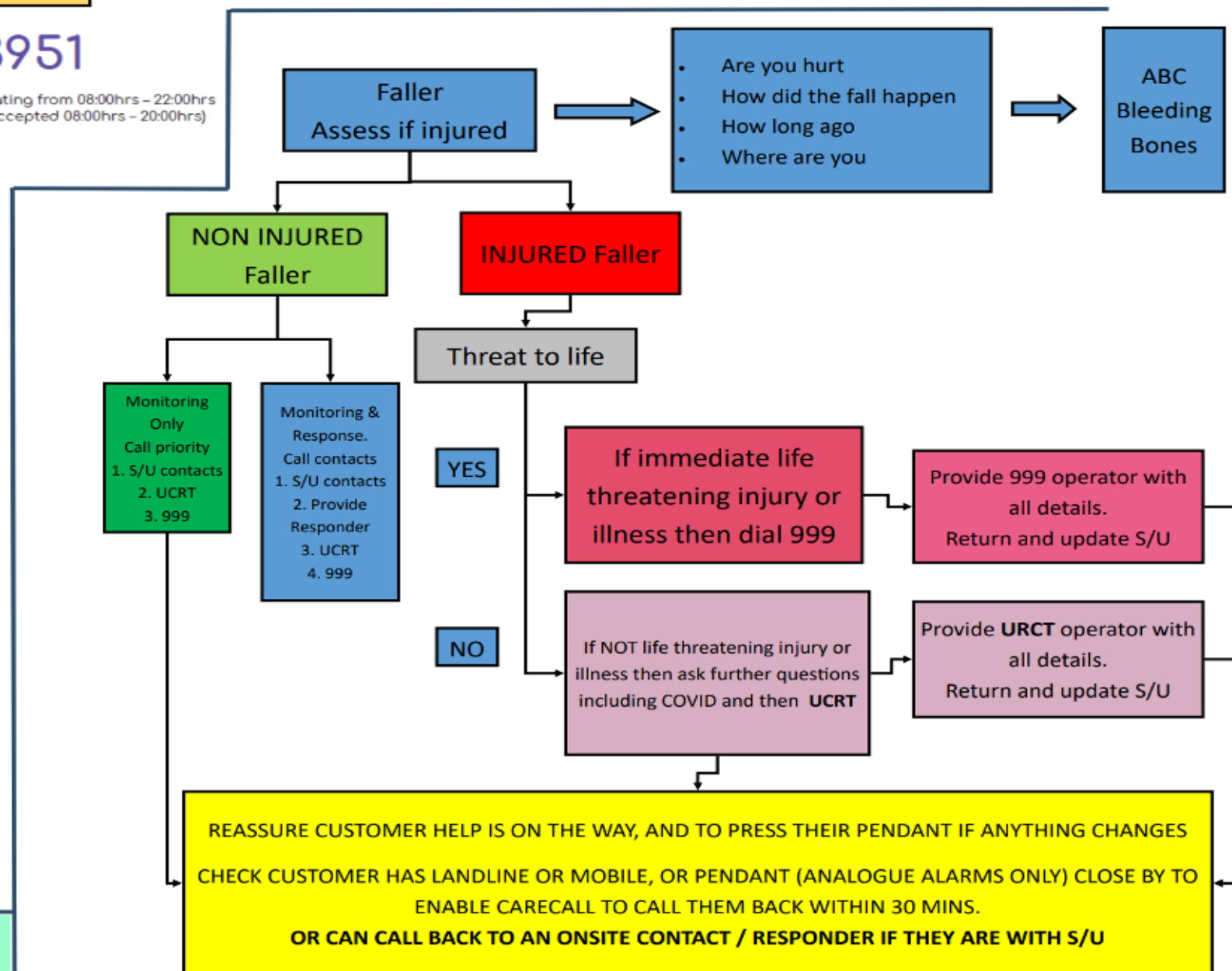
Inclusion criteria

- All patients must be registered with a GP within the mid and south Essex area (including temporary residents)
- Simple infections
- Minor illness and ailments
- Urgent (non-acute) medical requirements
- Falls / frailty / vulnerability
- Simple trauma related wounds
- Non-emergency respiratory conditions
- Exacerbation of long-term conditions
- Non-injury falls (assistance from the floor)
- Urgent bloods to guide diagnosis
- Non-routine catheter management
- Urgent provision of equipment i.e. commodes, walking frames & pressure relieving equipment
- Urgent social care crisis
- Urgent end of life crisis

If UCRT intervention then onsite UCRT team to
press alarm to update Provide of outcome

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UCRT & Tec Sustainability

- Monthly improvement cycle meetings. Work on data and evaluation
- further TEC provider engagement to include all of the below providers
- Scoping and gathering of data for potential demand outside of UCRT operating hours.
- Early consideration and discussions to extend UCRT operational hours

System	UCR PROVIDER	Place	TEC providers	Stage of engagement	Pathway protocols in place?
MSE	EPUT		Millbrook (Essex Tech)	In progress	
	NELFT		Community Alarms	Not contacted	
			Careline SOS	In progress	In progress
			HAPPS Home Choice	Not contacted	
	PROVIDE		Care Call	Pathway established	Yes

*In recognition of our
great work, BBC
Look EAST visited to
film the UCRT and
the service was
showcased on the
BBC evening news
13th of July 2022*

<https://www.bbc.co.uk/news/uk-england-essex-62148821>

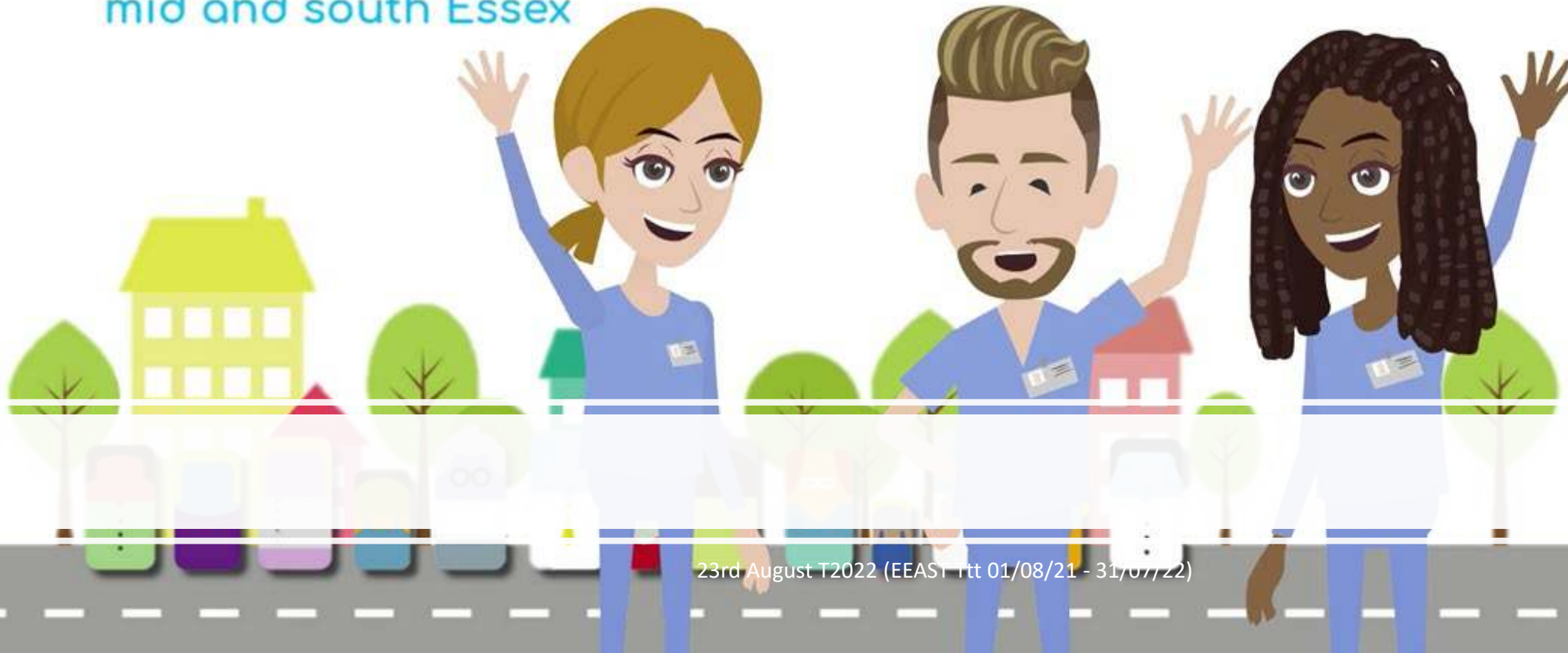




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23rd August T2022 (EEAS1 - 01/08/21 - 31/07/22)