

# West Essex Urgent and Emergency Care Support and Contact Information



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full list of services

**Working together**  
for a healthier future

**V3**

Date: 22/10/24

Next Review Date: 31/03/25

*Please send any feedback to: [cathy.mansfield1@nhs.net](mailto:cathy.mansfield1@nhs.net)*



# West Essex Urgent and Emergency Care Support and Contact Information

## EPUT: Alternative to Admission / Community On-boarding – Think “UCR” First



**For any patients at imminent risk of hospital admission call the**

**Care Coordination Centre – Urgent Community Response (UCR)**



**0300 123 5433**

**08:00-21:00, 7 days a week**



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**A senior triage clinician will take your call and arrange for the most appropriate professional to respond to the patient. Service offers include:**

- 2 hour and same day prevention of admission service
- Falls Response Vehicle
- Hospital at Home Direct Admissions
- Access to Consultant/Advanced Clinical Practitioner for direct clinical discussions
- Community Hospital Direct Admissions

### **Inclusion criteria**

- Registered with a GP in West Essex
- Aged 18+
- At risk of imminent hospital admission

### **Exclusion criteria**

- Life threatening condition requiring hospital level care
- Acute mental health crisis



**Tel: 0300 123 5433**  
**7 days per week, 08:00 – 21:00**

Services available to support adult residents registered or residing in West Essex [epunft.carecoordinationcentre.west.2023@nhs.net](mailto:epunft.carecoordinationcentre.west.2023@nhs.net)

*Referrals received within 2 hours of service end time will be triaged, however response for assessment may be deferred to the following day with appropriate advice & guidance given*

**Urgent Community Response (UCR)**

Do you need an ambulance? If in doubt, call the Care Coordination Centre

**08:00 – 20:00**

Aims to respond in a timely manner to people with an urgent physical or mental health and/or social care need, typically assessing needs and providing an appropriate short term intervention within 2 hours.

**Example of referrals accepted:**

- Urinary tract infections
- Minor head injuries (without loss of consciousness)
- Cellulitis
- Dehydration
- Delirium
- Diarrhoea and vomiting
- Back pain
- Joint and limb pain
- Pneumonia/acute respiratory infections
- Dizziness
- Vomiting
- Breathlessness
- Wound infections
- Mental health deterioration (excluding acute crisis)
- The Intensive Support Team (IST) can provide admission avoidance intervention to people with dementia or people who are over 75 years of age with complex mental health needs who are experiencing a mental health crisis

**West Essex Falls Car**

**08:00 – 20:00**

To support people who have had a fall with or without injury or require lifting from the floor within 2 hours. The service offers:

- A full holistic clinical assessment to check their physical health and mobility
- Checks for potential risk of further falls. Basic equipment will be provided to reduce these risks, as needed.
- Review of any care or health interventions the person is already receiving.
- Further referrals or follow up checks will be made as required

**Hospital at Home**

**08:00 – 20:00**

Including Medical Consultants, Advanced Clinical Practitioners (ACPs), Pharmacists, Nurses, Paramedics, and other specialist services, and provides:

- Comprehensive clinical assessment by Advanced Clinical Practitioner (ACP)/Frailty/General Medical Consultant
- Management of frailty related syndromes
- IV antibiotics including 1st dose and ongoing management
- IV Diuretics
- Nebulisers
- Oxygen therapy/ weaning
- Phlebotomy and clinical review of blood profile
- Remote monitoring via enabling technology (blood pressure, temperature, respiratory rate, weight management, blood glucose and oxygen saturations)
- Sub-cutaneous fluids
- Palliative care Symptom Management

**Integrated Community Care**

**08:00 – 23:00**

Including Community Nurses and Matrons, Physiotherapists, Occupational Therapists, Specialist Dementia Frailty (SDF) Nurses and Therapists to support:

- Catheter care
- Wound care management/tissue viability
- Leg ulcer management
- PEG management
- Injections
- Therapy assessments and treatments
- Ensuring all referrals for end of life are prioritised and accurate medication authorisation completed
- Support for dementia patient’s behavioural changes



**Tel: 0300 123 5433**

**7 days per week, 08:00 – 21:00**

*Outside of each services operating hours, please contact the Care Coordination Centre for advice and support*

Services available to support adult residents registered in West Essex

**[epunft.carecoordinationcentre.west.2023@nhs.net](mailto:epunft.carecoordinationcentre.west.2023@nhs.net)**

**Community Diabetes Specialist Service**

01992 938462

Monday to Friday, 08:00 to 16:00

[epunft.wex.communitydiabetes@nhs.net](mailto:epunft.wex.communitydiabetes@nhs.net)

- Advice and education for adults with diabetes
- Healthy living • Diabetes treatments
- Initiation of insulin • Blood glucose monitoring and how to use a glucometer

**Speech and Language Therapy Service**

01992 938462

Monday to Friday, 08:00 to 17:00

[epunft.AdultSLT@nhs.net](mailto:epunft.AdultSLT@nhs.net)

- Difficulties with communication, eating, drinking and swallowing
- Newly identified or as a result of medical conditions, such as stroke, head and neck cancer, Parkinson’s disease and dementia

**Community Dietician Service**

01992 938462

Monday to Friday, 08:00 to 16:00

[westessex.dietitians@nhs.net](mailto:westessex.dietitians@nhs.net)

[epunft.carecoordinationcentre.west.2023@nhs.net](mailto:epunft.carecoordinationcentre.west.2023@nhs.net)

- Nutrition support – please follow the ICB Malnutrition Management Referral Pathway: [care-home-managing-malnutrition-pathway \(icb.nhs.uk\)](http://care-home-managing-malnutrition-pathway(icb.nhs.uk))
- Home Enteral Feeding • Diabetes and pre-diabetes
- Gastrointestinal

**Cardiac Services Heart Failure and Cardiac Rehabilitation Service**

01279 621925

Monday to Friday, 08:00 to 16:00

[epunft.cardiacnurses@nhs.net](mailto:epunft.cardiacnurses@nhs.net)

- Known diagnosis of heart failure or recent heart attack/cardiac surgery
- Specialist advice and guidance on management of symptoms i.e. breathlessness/leg swelling

**Community Neuro Nursing – Parkinson’s and Multiple Sclerosis Service**

01279 621924

Monday to Friday, 08:00 to 16:00

[epunft.WestEssexNeuroTeam@nhs.net](mailto:epunft.WestEssexNeuroTeam@nhs.net)

Supporting patients with a deterioration in condition

**Community Respiratory Service**

01279 621924

Monday to Friday, 09:00 to 17:00

[epunft.respiratorynurse@nhs.net](mailto:epunft.respiratorynurse@nhs.net)

- Home oxygen • Chronic obstructive pulmonary disease (COPD) • Asthma • Bronchiectasis • Interstitial lung disease (ILD)

## St Clare Hospice

Specialist Palliative and End of Life Care

First Contact Service for new referrals -

01279 773774 or [nee.fcs@nhs.net](mailto:nee.fcs@nhs.net)

Monday-Friday, 08:00 - 18:00

Saturday, Sunday and Bank Holidays 08:00 - 16:00)

24-hour Advice Line - 01279 773773

Main reception: 01279 773700 or email:

[info@stclarehospice.org.uk](mailto:info@stclarehospice.org.uk)

We provide specialist, medical and therapeutic services for adults living with a life-limiting illness who are 18+ years old. A life-limiting diagnosis may include progressive illnesses such as cancer, heart, lung and kidney diseases and also neurological conditions such as Motor Neurone Disease and end stage dementia. Services include:

- Inpatient Unit
- Specialist Community Palliative Care Team
- Hospice at Home (including night sits)
- Therapy services
- Living Well Programme
- Carer support
- Bereavement Services
- GriefLine
- Breathlessness Group
- Fatigue Management Group
- Compassionate Neighbours
- Dementia Support
- Education
- Advance Care Planning
- Symptom Management



**West Essex  
Health and Care  
Partnership**

### Community Dental Services

Domiciliary dental support if the patient is housebound or in a care home.

[Community Dental Services website](#)

## Essex County Council

[Adult Social Care contacts](#)

Telephone : 0345 603 7630

Textphone : 0345 758 5592

Monday – Thursday 08:45 – 17:00

Friday 08:45 – 16:30

Out of hours telephone: 0345 6061212

Email: [socialcaredirect@essex.gov.uk](mailto:socialcaredirect@essex.gov.uk)

[Adult social care and health | Essex County Council](#)

### Contact for advice and support relating to:

- Adult Social Care queries
- Safeguarding - reporting a concern about an adult
- Support for carers
- Paying for care and support
- Help to live at home
- Corporate deputyship and appointeeship
- Blue badges
- Community dementia support

Dementia Support Line on 0333 150 3456 \*Calls charged at standard local rate

Monday – Wednesday: 09:00 – 20:00

Thursday – Friday: 09:00 – 17:00

Saturday – Sunday: 10:00 – 16:00