

Urgent Community Response

What is the service?

The service you are receiving will be provided for you by our staff working within Urgent Community Response (UCR). Our team is made up of Administrators, Healthcare Assistants, Support Workers, Occupational Therapists, Physiotherapists, Paramedics, Nurses, and Advanced Clinical Practitioners.

Why would I need this?

The aim of our service is to provide you with short term support for up to 5 days, following a hospital discharge or to prevent hospital admission. Throughout this time, we will be looking at your ongoing needs and will refer onto relevant services as appropriate with your consent. If you no longer require UCR support because you have now improved, or a suitable ongoing pathway has been identified for you, then you will be discharged from UCR.

What are the expected benefits?

A member of our team will work with you to agree what support you need at home. They will write a care plan, which will be delivered by the member of our team with the most relevant skills and experience. Whilst receiving care from UCR your care plan will be reviewed and adjusted as needed.

We are unable to give specific visit times. As we are an urgent response service it maybe that we cannot follow your usual routine with regards to these care calls. We will try our best to visit at times you would prefer however due to the nature of our service this may not be possible. We will be able to specify how many times a day to expect a visit from our team. If you are concerned and require assistance between our visit times then, please contact the number found at the top of this welcome letter.

In accordance with Trust Policies, we would also ask you to please follow these requests:

- Please refrain from smoking immediately before and during the visit by our staff.
- Please ensure that pets are not in the same room as our members of staff. Staff will not be able to undertake an assessment of care or give treatment where pets are in the same room. The only exceptions to this are guide dogs and hearing dogs.
- We do not expect, or tolerate, verbal or physical aggression of any kind towards our staff. Staff members will leave the premises if they are subjected to such abuse. Our staff are in communication with their base and do have means of getting assistance if experiencing any difficulties.

Consent

Although you consent for this intervention, you may at any time after that withdraw such consent. Please discuss this with the team.

Sources of information

Urgent Community Response

Hastings & Rother 0300 131 5603

esht.urgentcommunityresponsehr@nhs.net

Eastbourne, Hailsham & Seaford 0300 131 4710

esht.urgentcommunityresponseehs@nhs.net

Important information

The information in this leaflet is for guidance purposes only and is not provided to replace professional clinical advice from a qualified practitioner.

Your comments

We are always interested to hear your views about our service. If you have any comments, please contact the Patient Experience Team – Tel: 0300 131 4784 or by email at: esh-tr.patientexperience@nhs.net

Other formats

If you require any of our leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department on 0300 131 4434 or esh-tr.AccessibleInformation@nhs.net

After reading this information are there any questions you would like to ask? Please list below and ask a member of the team.

Reference

The following clinicians have been consulted and agreed this patient information:

Claire Lockwood- Service Manager. Joanna Byers- Head of Nursing

The directorate group that have agreed this patient information leaflet:

CHIC

Next review date: November 2025

Responsible clinician/author: Stacey Burgess/ Mel Ferguson- Operational Delivery and Development Officer

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