

Community health care services

Alternatives to acute admission & Facilitated discharge options

Directory



Introduction

The purpose of this directory is to provide primary and secondary health and social care teams across Medway with a summary of information about the wide range of community services provided by Medway Community Healthcare.

Medway Community Healthcare community services support and care for patients in their own home. This enables patients to be discharged from hospital and also may help prevent patient admission to Medway Hospital.

For some patients it may be beneficial for them to be referred to community team's; even if their specialism is not the primary concern. This may prevent an admission in the future.

This directory lists the key teams involved in supporting patients at home and their contact and referral information. Visit www.medwaycommunityhealthcare.nhs.uk or the Intranet for further information and referral details for all Medway Community Healthcare community services.

As of January 30th 2011 all of the services mentioned in this document will have referral form accessible on the Medway Community Healthcare website. In the interim please contact the service directly for a referral form to be sent to you - www.medwaycommunityhealthcare.nhs.uk

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ACAT (Advanced Clinical Assessment Team)

This small team of advanced clinical specialists have expert knowledge of intermediate care and the management of long term conditions, taking an active role in:

- advanced clinical assessments – the physical assessment of all body systems on patients presenting with complex and undiagnosed conditions in order to assess the whole patient, not just one particular aspect
- initiating investigations and diagnostics, checking the results and liaising with the GP to take appropriate action to manage the care of the patient
- diagnosis - which can then also include management and treatment
- direction - which may include referral to other services or advice to the referrer
- review - to check whether further intervention is required

The ACAT team is able to admit directly to St Bartholomew's Community Hospital for rehabilitation or short term nursing care; or arrange for a period of care to be provided in a residential or nursing home.

Contact details:

The team work seven days a week, 8am - 8pm, including public holidays.

Referrals can be made by phone, fax or email:

Team mobile: 07507 890535
(8am - 8pm: dependent on staff availability)

Office: 01634 334266
(from 8am - 4pm: answer machine at other times)

Safe haven fax: 01634 334291
Using an ACAT referral form.
Please ring the office on 01634 334266 to advise the team of a fax arrival and to confirm safe receipt

Email: virtual.ward@nhs.net

Visit www.medwaycommunityhealthcare.co.uk or Intranet for a referral form.

A member of the team will respond to the referrer within four hours of receipt of a referral, between 8am to 8pm.

Referrals received after 7pm will be triaged the same day but the patient may not be assessed until the next day.

Visit www.medwaycommunityhealthcare.co.uk or the Intranet for further information and referral details for all community services.

Cardiac Services (for Medway and Swale)

Diagnostics:

Direct access for the following investigations:

- ECG –12 lead
- 24 hour blood pressure monitoring
- event recorder
- echocardiogram

Contact details:

Phone: **01634 382845**
8.30am -4pm
Monday – Friday

Out of Hours: **Fax** referrals to **01634 382836**
Will be followed up the next working day

Rehabilitation:

Referral criteria:

- confirmed diagnosis of myocardial infarction
- cardiac revascularisation
- cardiac surgery

Phase I - IV rehabilitation

- Phase I - in hospital, ward visits, education
- Phase II - telephone contact, home visits
- Phase III - community based exercise and education (NHS)
- Phase IV - community based exercise classes (non NHS)

Contact details:

Phone: **01634 382834**
8.30am – 4pm
Monday - Friday

Out of Hours: **Fax** a referral to **01634 382836**
Will be followed up the next working day

Referral forms are available from the service directly please contact the office if you require a form to be sent out to you.

Visit www.medwaycommunityhealthcare.co.uk or Intranet for a referral form after the 30th of January 2011

Heart Failure:

Patients with echo confirmed heart failure (left ventricular systolic dysfunction), whose condition is deteriorating will be prioritised

Referral criteria/eligibility criteria:

- referrals from GPs for investigations to refute or diagnose heart failure or for management and titration of drugs using community guidelines
- education, home visits, telephone contact, clinics
- self referral for patients known to the service

Contact details:

Phone: **01634 382840**
8.30am – 4pm
Monday – Friday

Out of Hours: **Urgent:** will require hospital admission.

Non Urgent: fax a referral to **01634 382836** will be followed up the next working day

Referral forms are available from the service directly please contact the office if you require a form to be sent out to you.

Visit www.medwaycommunityhealthcare.co.uk or Intranet for a referral form after the 30th of January 2011

Community diabetes services (for Medway and Swale)

Urgent services provided:

- Unwell daily nurse cover for patients with exacerbations.
- insulin initiation and titration
- advice and support to patients and professionals via triage line
- referral for glucose meter if appropriate eg Type 1 or Type 2 (in emergency)
- education/training via triage or in rapid access clinic
- diabetes specialist nurses do not administer insulin but will advise community nurses on the administration and titration of doses

Contact details:

Triage: **01634 238657**
Monday to Friday
Unwell service Monday – Friday 9am – 4.30 pm

Office hours: Monday - Friday
9am – 5pm

Routine services provided:

- out-patient clinics across Medway and Swale
- triage line
- Advice and support to professionals (including nursing and residential homes)
- structured education for patients with both Type 1 and Type 2 diabetes
- ongoing education for primary care, community services, nursing and residential homes and anyone who would require updates
- visits to prisons, supporting and educating both patients and staff
- pre-conceptual care, support and guidance

Referral forms are available from the service directly please contact the office if you require a form to be sent out to you.

Visit www.medwaycommunityhealthcare.co.uk or Intranet for a referral form after the 30th of January 2011

Community Nursing Services

The community nursing teams are expert practitioners able to provide holistic care to those patients that are housebound. Dependant upon the package of care necessary and in support of promoting independence, the provision of care may be provided in a variety of settings.

Services provided:

- comprehensive individual assessment of needs
- skin care - pressure areas, post operative/ wound & leg ulcer care
- continence - skilled assessment, provision of aids, catheter care and bowel management
- palliative care - holistic management and symptom control for cancer patients and those with other life shortening conditions
- medicines management - advice, teaching and support regarding medications, disconnection of chemotherapy, intravenous line care and provision of equipment for the facilitation of enteral feeding regimes
- provision of equipment - advice and assessment to maintain activities of daily living and to enable fulfilment of nursing needs
- chronic disease management - including diabetes, COPD and cardiovascular disease, maintaining stability and promoting independence to reduce avoidable hospital admissions
- monitoring and screening - chronic disease management, diagnostic procedures and phlebotomy
- health promotion - general and specialised advice and support including smoking cessation

Contact details:

The community nursing service is available between 7am - 11pm. Outside of these hours there remains access to both the twilight and night nursing services, enabling the provision of 24 hour nursing care throughout Medway.

Telephone: 01634 792072
All teams can be contacted via MedOCC

Referral forms are available from the service directly please contact the office if you require a form to be sent out to you.

Visit www.medwaycommunityhealthcare.co.uk or Intranet for a referral form after the 30th of January 2011

Community respiratory team (for Medway and Swale)

Limited to COPD conditions.

Urgent provision of services:

A patient, relative or healthcare professional can refer patients for acute exacerbations for visit by a specialist respiratory practitioner to assess and arrange treatment in order to avoid admission to or support discharge from Medway Hospital. This may involve:

- prescribing medication – six members of the team are qualified prescribers
- administration of medication – all team members can directly supply medications via a patient group direction. Medications the team can supply to an patient who is unwell include: oral prednisolone, antibiotics, mucolytics, inhaled and nebulised bronchodilators and saline
- arranging urgent home oxygen
- arranging urgent arterial blood gases
- arranging a CXR/CT scan
- arranging urgent review by chest physician
- monitoring and review in order for the patient to stay at home

If a patient is unwell they will be prioritised on referral and seen the same day. The highest priority patients will be seen within two hours of referral within working hours.

Routine services provided:

- acute respiratory management of a chronic respiratory condition
- chronic respiratory management/education
- supported discharge by urgent review at home
- spirometric testing
- nebuliser assessment and provision
- pulmonary rehabilitation / home exercise programmes
- smoking cessation

Contact details:

Office: **01634 382860** (answer phone)
Monday - Friday
8am - 5pm
Telephone or written referrals accepted
Unwell service Monday – Friday 9am – 4.30 pm

Out of Hours: Urgent – write a referral and ask session supervisor to follow through next working day; the team will review then.

Emergencies refer directly to Medway Hospital

Referral forms are available from the service directly please contact the office if you require a form to be sent out to you.

Visit www.medwaycommunityhealthcare.co.uk or Intranet for a referral form after the 30th of January 2011

Palliative care (specialist)

Specialist palliative care is the total care of patients with progressive advanced disease and limited prognosis, their families and carers. It is provided by a multi-professional team who have undergone recognised training in palliative care.

The specialist palliative care service works closely with other professionals and teams who provide palliative care.

Services provided:

- symptom control
- rehabilitation
- psychosocial care
- therapies, including complementary therapy
- education and advice
- spiritual support
- practical and financial advice
- bereavement care

Specialist palliative care teams:

- domiciliary team - with links to Marie Curie
- Wisdom Hospice inpatient unit
- day care
- social work team
- Medway Hospital palliative care team
- therapy team
- bereavement service
- benefits welfare advice

Criteria:

Adults in Medway and Swale with life-limiting illness associated with complex needs. Patients accepted for specialist palliative care have access to various members of the multi-professional team according to need.

Contact details:

Phone: **01634 830456**
Monday-Friday
9am – 5pm

Urgent referrals: should be made by telephone and followed up with a written referral posted to the Hospice or faxed to **01634 845890**

Out of hours: The domiciliary team (specialist palliative home care team) can be reached via the Hospice in-patient unit on **01634 830456**

Referral forms are available from the service directly please contact the office if you require a form to be sent out to you.

Visit www.medwaycommunityhealthcare.co.uk or Intranet for a referral form after the 30th of January 2011

Rapid response team (including community intravenous therapy)

The Rapid Response Team (RRT) provide health and social care at home or in a care home setting for up to six weeks for people who have temporarily lost their usual level of independence. This help can prevent unnecessary admission to an acute hospital or premature admission to long-term residential care. The care provided can include nursing care, physiotherapy, occupational therapy or providing a short-term social care package at home.

The rapid response team is not an emergency service but will respond the same day usually within two hours for urgent referrals. Non urgent referrals received after 4pm will be carried forward to the next day and triaged by 9.30am. All non-urgent referrals will be seen within 24 hours.

Referral criteria:

- service user lives within the Medway area
- over 18 years of age
- medically stable
- agrees to a referral being made to the RRT
- has short-term need/acute phase of long-term illness that may be addressed within a six week period.
- may have mild/moderate cognitive impairment providing they are able to comply with their rehabilitative programme

Contact details:

Weekdays:

Telephone: 01634 382900

Fax: 01634 382929 (*referral form)

Monday – Sunday

8.30am - 8pm

Weekends and Bank Holidays:

Telephone: 01634 792072 MedOCC

(working hours 8.30am – 5pm)

Rapid response admission avoidance team based E&D

Telephone/fax: 01634 833831

working hours 8am – 8pm everyday including weekends and bank holidays

Self-Referrals:

These will be accepted via the Medway Council Customer First team on

01634 334466

Intravenous therapy service within the rapid response team:

The rapid response nursing team can provide this service to patients at home or in care homes using the following criteria:-

- the patient must be medically stable and have a temperature of equal <39C
- the administration can only be by bolus or by an infusion of no more than 30 minutes duration
- the patient will need to have an organised supply of medication, diluents, lines, flushes etc.
- the patient will need a readable generic prescription
- have a fixed address
- have support at home

Referral forms are available from the service directly please contact the office if you require a form to be sent out to you.

Visit www.medwaycommunityhealthcare.co.uk or Intranet for a referral form after the 30th of January 2011

Stroke (Medway and Swale)

Stroke is a medical emergency and hospital admission should be seen as a priority for all patients with symptoms.

Once patients have a working diagnosis of stroke they will be established on the stroke pathway and the stroke clinical proforma should be started.

The stroke services care pathway includes:

- the acute stroke unit (ASU) at Medway Hospital
- stroke rehabilitation unit at St Bartholomew's Hospital
- stroke rehabilitation unit at Sheppey Community Hospital
- SCART (Stroke Community Assessment Rehabilitation Team)

Contact details:

<p>For patients with a diagnosis of stroke or two TIAs in one week:</p>	<p>8am – 8pm (7 days a week) the stroke team will be bleeped via the emergency department to assess the patient and establish on the stroke care pathway as required</p>
<p>Out of Hours</p>	<p>Thrombolysis will be provided by the West Kent and Medway rota. The ambulance service will take the patients who meet the criteria for thrombolysis to the emergency department on call. Medway Hospital is on call one week in four – the other hospitals are as follows: Maidstone, Darenth Valley hospital, Kent and Canterbury</p>
<p>For patients with a working diagnosis of TIA:</p>	<p>Anytime: fax a referral form to 01634 833794 (stroke team TIA service (E&D)) If out of hours the stroke team will contact the patient on the next available working day</p>
<p>For general advice:</p>	<p>phone the community team on 01634 382870 8:30am – 4:30pm Monday to Friday</p>

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