

GP referral guidelines

Community Rapid Response Service

Rapid Assessment
Rapid Community Treatment

Referrals accepted via HERMES on 0300 130 3045

The community rapid response service (CRRS)

A new multi-disciplinary service which provides **rapid assessment and care intervention** for medically stable patients **to support care for patients in their place of community residence** including residential and nursing homes and **avoiding the need for hospital admission.**

The service includes **nurses, OTs, physios, social workers and rapid response assistants**

Initial assessment within **two hours** of referral
Open from 8am to 8pm, seven days a week including bank holidays.

Conditions supported include:

- Chest infections/UTIs, viral illnesses, diarrhoea and vomiting, dehydration/malnutrition, not coping at home, falls/trauma, confusion secondary to organic causes, unstable diabetes, end of life care
- Patients who need **short term care/support/medical intervention in a crisis situation** until a longer term plan of care can be established
- Patients whose **main carer can no longer provide care to a highly dependent patient**, for whatever reason, until an assessment of need has been made and an appropriate placement or package of care has been actioned
- Patients with **alcohol/drug issues where their primary need is not alcohol/drug related** e.g. chest infection, fracture of upper limbs

Referral criteria

- **Brighton and Hove resident**, or registered with a GP within the city
- **18 years or over**
- the patient and/or the carer must **agree to and consent to the service** where this is possible
- the patient is **in the community, medically stable and does not require a hospital admission** and without intervention from CRRS the patient may be admitted to A&E/AMU
- Patients in the community **must have been reviewed within the last 24 hours**, by a GP, roving GP or community nurse, where appropriate

Exclusion criteria

- Patients who are **medically unstable**
- **Maternity, acute psychiatric** (to be considered in Phase 2), and **paediatric** patients cannot be referred
- Referrals to this team **will not be in addition to referrals to other services for intervention** e.g. intermediate care service, district nurses. However the service may be working alongside other specialist services e.g. ICAST

What does the CRRS do?

Diagnostics such as bloods, ECG, doppler, observations, including sats

Treatments such as catheterisation

Monitoring such as weight, fluid restriction/promotion, urine output, dietary intake, pain control

Physio/OT for acute musculoskeletal problems, falls prevention, acute chest problems, mobility, confidence, washing and dressing, equipment provision

Social workers for risk assessment and management, safeguarding vulnerable adults and accessing community care budgets and support

Home care support including personal care, home sitting, medication support

Access to services including IV cannulation and night sitting

Onward referral to other services at 72 hours