






Upper Lea Valley Care Homes

Are you concerned about a resident? Service access information

Service	When to contact	How to contact
	<p>For health advice and interventions from: GP, Palliative care nurse, Mental health nurse, Pharmacist, Dentist</p> <p>Including advice and interventions for falls.</p>	<p>CALL 111 Option 6</p> <p>24 hrs, 7 days a week <i>Ensure you are with your resident when you call</i></p>
 <p>Hospital at Home (Previously Prevention of Admission)</p>	<p>Residential and Nursing Care Homes have access to the Hospital at Home service for same day urgent responses to avoid patients being admitted to hospital, including end of life.</p> <p>Please use this service if you are concerned that a resident may require a hospital admission for an urgent but non-life-threatening condition. This is not for everyday issues; your regular GP will continue to deal with these.</p>	<p>CALL 0300 123 7571 (choose professional line when prompted)</p> <p>24 hrs, 7 days a week For same day urgent visits, the last referral for therapy 16:00, and nursing 18:00</p> <p>Email hct.upperleavalleyspoc@nhs.net for routine referrals</p>
<p>Care Home Clinical Leads</p>	<p>Care Home Clinical Leads can provide advice and support with completing care plans, including advanced care planning and treatment escalation plans. CHCLs also provide training, education and advice for care homes and co-ordinate regular multi-disciplinary meetings to discuss complex residents.</p>	<p>Mandy Lewis 07385 462137 Sam Norris 07909 452071 Pamela Rumble (Mon,Tues,Fri) 07494 128668</p> <p>Monday to Friday</p>
 <p>End of Life</p>	<p>Provides specialist palliative care advice and support for service users and professionals to help avoid unnecessary or unwanted hospital admissions.</p>	<p>CALL Isabel Hospice Advice Line 01707 382500 Duty CNS 9am to 4:30pm, Monday to Friday</p> <p>01707 382575 Out of hours and weekends</p>
 <p>Mental Health</p>	<p>A resident experiencing a mental health problem for the first time or needs urgent help. <i>(If your resident is already using the service contact their case worker directly).</i></p>	<p>CALL 01707 364003 for informal advice Monday to Friday 9am – 5pm CALL 0800 6444 101 for referral for new patient - 24 hours a day 7 days a week Email: hpft.spa@nhs.net for non-urgent enquiries</p>
	<p>For life or limb threatening emergencies only (E.g., Chest Pain, FAST- stroke, Loss of Consciousness)</p>	<p>CALL 999</p> <p>24 hours a day, 7 days a week</p>

Think SBAR to assess the situation and contact the right health service

Situation **B**ackground **A**ssessment **R**ecommendation

To download the full SBAR tool visit- www.hcpa.info/sbar

Please take basic health observations regularly. [ENH Restore 2 escalation process](#)

Email integratedcare@hertfordshire.gov.uk if any changes are required to this document