

UCR service steps in for urgent home care

Jo and her grandmother's story

The 90-year-old former French teacher Barbara was described by her granddaughter as “fiercely independent”.

“If anyone called Barbara an ‘old dear’ she would be fuming,” says Jo Hodgetts, the Ageing Well lead in Herefordshire and Worcestershire.

Jo is very familiar with urgent community response services in her patch so when her grandmother had a series of falls at home, she secured a referral to Berkshire West Urgent Community Response (UCR) team through Barbara’s GP.

“My grandmother lives on her own in supported living accommodation. She had a fall at home a few weeks ago.

My uncle took her to A&E and they were there for over 12 hours. They did a great job of treating her then but there was no follow up or further conversations with her GP.



Then in the space of 24 hours, Barbara fell three times at home. I had some conversations with my grandmother and uncle to see whether we could get support in the community particularly in getting a full assessment to try to find out whether there were any underlying causes for her falls.”

Jo contacted her grandmother’s GP and asked if she would be suitable for a referral to the UCR team.

The GP agreed and within an hour someone from the UCR team was at her grandmother’s house. Jo said: “They contacted me to make sure they had the full picture of what had happened.”

On the same day, the UCR team made sure Jo's grandmother had a walking aid, a commode and some lifting apparatus for her leg.

They carried out an assessment and some blood tests to see if there was any infection. They then put in 3 visits a day from a healthcare assistant to help her get dressed, fed and watered.

Monitoring and further tests were carried out to see if they could get to the bottom of the underlying cause. This included arranging an x-ray on her leg. Transport was arranged to take her to and from the Same Day Emergency Care team.

She was back home within 6 hours and they'd managed to rule out any fractures.

The UCR team talked through the next steps. Noting that grandmother didn't want to go to hospital, they completed a RESPECT form which sets out her wish not to be taken to hospital, put together a care plan and informed the GP.

"They have been absolutely incredible," says Jo. "They literally brought everything into my grandmother's living room. It is very difficult for 90-year-olds to navigate their way through the system and it is fantastic to know that she was safe at home – which is the best place for someone of her age. Their communication was excellent and everything about the service was brilliant. I can't fault it."

Urgent Community Response Services

Urgent community response teams provide urgent care to people in their homes which helps to avoid hospital admissions and enable people to live independently for longer.

Berkshire Healthcare

We aim to help you avoid unplanned hospital admissions if you have an urgent healthcare need, by supporting you where you live.

Your GP or health or social care professional may ask us to see you as you've become unwell suddenly. Find out more on our website

Web berkshirehealthcare.nhs.uk/urgent-community-response

NHS

Visit the NHS website or call 111 or 999 for urgent and emergency care services

Call [111](tel:111)

Call [999](tel:999)

Web nhs.uk/nhs-services/urgent-and-emergency-care-services/

