



**Somerset Urgent
Community Response**

NHS
Somerset

How to refer into Somerset Urgent Community Response

Somerset Urgent Community Response provides an assessment at home, within two hours, to any patient (over 18), who's at risk of a hospital admission if they are not seen urgently. This may be due to a clinical condition such as:

- Falls: Level 1 (no injury falls), Level 2 falls (fall with minor injury). All teams have Mangar lifting equipment to help avoid ambulance call outs.
- A new or acute problem (such as an infection), an exacerbation of a chronic condition, where the condition can be safely treated out of hospital, but its functional consequences may mean that the individual is at risk of hospital admission.
- Deterioration of health where treatment at home is in keeping with the person's wishes as part of a pre-agreed treatment escalation plan.

The service operates 365 days a year, 7 days per week 8am – 8pm.

SPL will need basic demographics such as the residents name, location, date of birth and NHS number if you have it. Please also provide a summary of their situation and main reason for requesting Somerset UCR.

If you aren't sure whether a patient might be suitable, please call the Somerset Primary Link who will be able to advise you.

**Call Somerset Primary Link on
01749 836 700 ask for Option 1**



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