

A New Community Care Approach

A new approach will mean that, where safe and clinically appropriate, urgent community care or other services can take over the care of patients awaiting an ambulance so that they can get the care they need more quickly.



EXAMPLE: Current patient journey



An elderly patient calls 999 shortly after falling over trying to get to the bathroom. He wasn't injured but told the call handler he couldn't get up.



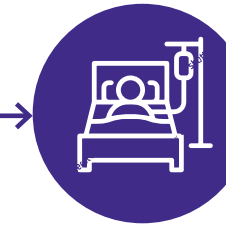
The call handler then dispatched an ambulance to help.



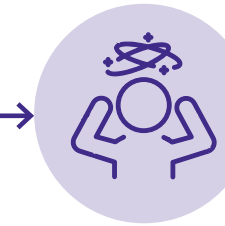
Because it was so busy the ambulance took a number of hours to get to patient.



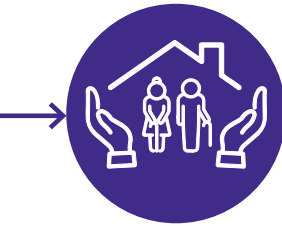
The paramedics were worried that the long lie on the floor may have damaged the patient's kidneys so took him to hospital.



The doctors in A&E said the patient needed to come in and stay overnight.



In the night, the patient was injured in a fall after being disorientated trying to find the bathroom.



Because of his injuries it meant the patient couldn't cope back at home and had to go into a care home.

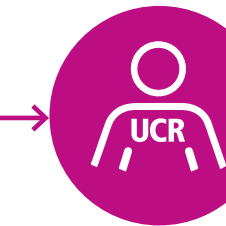
EXAMPLE: Future patient journey



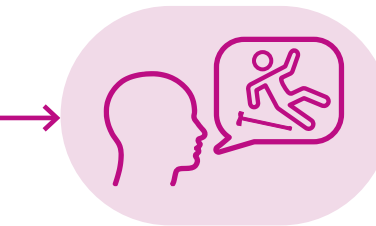
An elderly patient calls 999 shortly after falling over trying to get to the bathroom. He wasn't injured but told the call handler he couldn't get up.



The call handler assessed that the call met the criteria for transfer to the Urgent Community Response (UCR) Team.



The UCR team arrived quickly and helped the patient up from the floor.



He had no injuries but told them he was scared of falling again and after he had had COVID-19 last month found he was a little more unsteady on his feet.



The UCR team arranged for the GP to come out and see the patient, and also for a physiotherapist and occupational therapist to visit him at home to give him some strengthening exercises and equipment to help his mobility.



The patient stays at home and avoids hospital attendance.