BaNES Primary Care Frailty Quick Referral Guide

Urgent Professional Line HCRG:

2 hour response when there is a risk of admission within 24hrs, including virtual wards

Options

-2hr Urgent Community Response (UCR)
-HCRG Virtual Ward (Step up) High level of care, assessment, monitoring and treatment in own home
-Urgent Social Care

Contact & Availability

01225 410240
Referral: 24/7
Triage: Mon-Fri 8-6
Sat-Sun 8-5

Virtual Ward Clinician:
07385 005604
Mon-Sun 8-8

Routine Community Referrals

Routine Referral for Community Services

Options

Adult Speech/Language Therapy, Bladder and Bowel Service, Community Matrons, Falls and Parkinson's, Heart Failure, Leg Ulcer Clinic, Lymphoedema, Podiatry, Reablement , Tissue Viability, Community Nursing service

Contact & Availability

0300 247 0200
Mon-Fri 9-5
Community Nursing service - 24hr

Acute Frailty Team RUH

Royal United Hospitals Bath NHS Foundation Trust

Admission being considered 65yrs+, Clinical Frailty Scale 5+ Conditions associated with increasing frailty + any care home resident

Options

-Acute admission under the acute frailty team - Frailty Flying Squad – MDT for assessment, diagnosis and treatment
-Frailty Same Day Emergency Care (SDEC) (potential for next day/planned admission for urgent assessment and investigation)

Contact & Availability

Cinapsis
> Acute Frailty- RUH
07584771329

Mon-Fri 8-8 Sat-Sun/Bank Hol 8-5

Consultant Geriatrician

Royal United Hospitals Bath NHS Foundation Trust

For advice and non-urgent queries

Options

Contact & Availability

Cinapsis > Older Adult Medicine-non-urgent-RUH >phone or >e-opinion

Mon-Fri 8-8

Community Wellbeing Hub

Community Wellbeing Hub

Practical & emotional support to build confidence, independence & connect the local community

Options

-Debt, money & benefit advice, Short term financial crisis help, Housing advice, Access to low cost food, Mental Health support, Employment, Keeping a family active and healthy, Managing type 2 Diabetes and Stopping smoking

Contact & Availability

03002470050 or https://communitywellbeinghub.co.uk/for-professionals

Mon-Fri 9-5

RUH Hospital at Home

Royal United Hospitals Bath NHS Foundation Trust

Advice/ Support for pts recently discharged from Hospital at Home. Time limited service of secondary care healthcare professionals visiting pts at home

Options

-Hospital at Home for patients recently discharged from Hospital (Step-down)
-Admission avoidance
-All patients have inpatient status & access to tests, consultants, therapists and full MDT

Contact & Availability

07824520 192 or Cinapsis > hospital at home

Hospital led Mon-Sun 8-6

BSW Care Coordination

Bath and North East Somerset, Swindon and Wiltshire Together

Clinician support prior to ambulance call out - except for a time critical or life threatening reason

Options

Supportive clinical navigation discussion for clinicians who may not have seen the patient with the BSW Care Coordination service, regarding any alternative local options prior to ambulance call out or ED attendance

Contact & Availability

0300 111 5818 option 7 for Care Co 'Paramedic on scene' or option 3 for Access to Care
Mon-Sun 8-8