TOGETHER WE'RE BETTER
Transforming health and care for Staffordshire & Stoke-on-Trent

west midlands ACADEMIC HEALTH SCIENCE NETWORK

DO YOU NEED ADVICE or SUPPORT FOR A DETERIORATING CARE HOME RESIDENT?

Escalating → Clinical → Need

Social Care	Mental Health	Palliative / Hospice Services	Community Nursing Teams	GP	111	Crisis Rapid Response	999 - WMAS
			24 hours	8.30am – 6pm	24 hours	8am – 8pm	24 hours
Stoke-on-Trent Contact centre on **0800 561 0015** during office hours and **01782 234234** which is after 5pm or weekends Social Care Falls Responder Team: **01782 234545** **Staffordshire** For all Adult Social Care services: Monday to Friday, 9am to 5pm, except bank holidays **0300 111 8010** staffordshirecares@staffordshire.gov.uk **Out of hours** If you have a concern about the safety of a vulnerable adult and need to report it overnight, over a weekend or on a Bank Holiday, contact the Emergency Duty Service: **0345 604 2886**	**South Staffordshire** Mental Health Access Team on **0808 196 3002** 24/7 access.staffordshire@mpft.nhs.uk **North Staffordshire** Care Home Liaison Team: Planned care service providing mental health assessments in a care home setting **Monday to Friday 9am-5pm** (County) **0300 1230905 ext 6117** (City) **0300 1230893 ext 5162** If you have a care home resident that is currently involved with the Outreach Team and you have concerns about their mental health please contact: **01782 441689** 08:00 – 20:00 7 days a week. For OOH please contact the Crisis Team: **0800 032 8728 Option 1** Text: **07739 775202**	For Palliative Care advice call the PCCC – Palliative Care Coordination Centre on **0300 123 0989** 7 days a week 9am – 6pm Patients known to the service with an agreed plan can be seen by the District Nursing or CIS teams New EOL pts with no agreed care plan in place will need to be directed to the GP. Douglas Macmillan Hospice (North Staffs) **01782 344300** Katherine House (South West Staffs) **01785 254645** St Giles (South East Staffs) **0300 3309410** stgilesclinical@nhs.net Compton (South Staffs) **0300 323 0250** Treetops Hospice (East Staffs) **01335 344354**	If your resident is known to the community nursing service and you are concerned about a deteriorating condition or any other health concerns please contact the Local Access Point Urgent Nursing problems that will not wait until the next planned visit including; • Wound care • Continence and catheter problems • Skin Integrity • Palliative and End of life care Stoke on Trent, Newcastle, Moorlands **01782 831 110** Cannock and Seisdon **0300 123 9011** Burntwood Lichfield and Tamworth **0300 124 0347** Stafford **0300 124 0340** Burton on Trent **0300 323 0930** Community Learning Disability Health Team (North Staffordshire) - **0300 123 1152**	Contact your GP or your enhanced care home team for telephone advice, surgery appointments or home visits for; • Management of Long Term Conditions • General medical concerns • Treatment of medical needs • Ongoing medical or Psychiatric needs • New palliative patients Call 111 after 6pm, weekends and Bank Holidays for out of hours GP support and access to out of hours GP services	If you need medical help or support which is not a 999 emergency which may include; • Resident not appearing to be usual self • Breathing problems • Worsening confusion • Signs of infection • Falls with no signs of broken bones Also call **111** for advice if; • You think your resident needs to go to A & E • You don't know who to call • You need health information or reassurance of what to do next	If you need 2 hour clinical response for acutely unwell residents who require rapid interventions to avoid hospital attendance • Signs of infection • Reduced eating and drinking that day. • Resident does not appear their usual self that day. Call **UCCC** – Unscheduled Care Coordination Centre on **0300 123 0983** 7 days a week 8am – 8pm The UCCC provide urgent advice and access to the **CRIS** – Community Rapid Intervention Service 7 days a week 8am – 10pm	Call **999** in a medical or life threatening emergency such as; • Loss of consciousness • Severe chest pain or suspected heart attack • Choking • Fits • Severe breathing problems • Severe loss of blood • Serious accident • Suspected or obvious broken bones • Severe burns or scalds • Stroke • Serious head injury • Diabetic emergency