

Urgent Community Response

UCR service parameters

London UCR service hours and contact details

December 2022

Urgent Community Response

- NHS Urgent Community Response (UCR) services were required to be in place across England by the end of March 2022
 - UCR services also referred to as crisis response/rapid response services
- NHS UCR Teams are multi-disciplinary and respond to a crisis in somebody's home/usual place of residence (including residential and nursing homes). They can:
 - draw on a wide range of skills, including, advanced clinical practitioners, specialist nurses, occupational therapists, physiotherapists, paramedics and therapy assistants
 - carry out assessments, provide treatment and order equipment within two hours of referral
 - support patients for up to 14 days to ensure they stay safe at home.

(A crisis is a sudden deterioration in a person's health & well-being or social care need that requires urgent treatment or support within 2hrs in the home/usual place of residence)

- UCR services can:
 - help people maintain their independence and manage complex/long-term conditions
 - help support winter resilience initiatives
 - prevent avoidable ambulance call out and ease pressure on acute and emergency services
 - help avoid unnecessary hospital admission.
- A short animation summarising UCR services is available: <https://youtu.be/GG13GrzyBek>

UCR Criteria

Who is the service for...

- Adult patients/residents, over 18 in crisis in their own home or residential/care home setting
- Need intervention, within two-hours to stay safely at home/usual place of residence, and avoid admission to hospital.

UCR is not for those...

- Acutely unwell or injured, require emergency care intervention and admission to acute hospital bed
- Need acute/complex diagnostics and care
- Experiencing mental health crisis and require referral/ assessment by specialist mental health team.

UCR Service Requirements

Service requirements

- 8am-8pm, 7 days a week at a minimum
- Patient contacted within two hours of referral
- Supported for up to 14 days with monitoring and treatment to ensure they stay safe at home

UCR referrals accepted

- NHS 111
- 999
- Emergency departments
- General practice/GPs
- Social care providers including personal assistants
- Clinical hubs in ambulance control rooms & patient facing ambulance clinicians
- Specialist services
- Care workers
- TEC/Pendant alarm companies
- Local authorities
- Care homes

Self-referrals from **individuals** and their **carers** also accepted

Conditions/Clinical Areas Covered

The following conditions/clinical areas can be covered by UCR services (not an exhaustive list, these are aspects of common clinical conditions or needs that may lead to a patient requiring a two-hour response in a crisis).

FALLS

URGENT CATHETER
CARE

REDUCED
FUNCTIONING/
MOBILITY

URGENT SUPPORT
FOR DIABETES

UNPAID CARER
BREAKDOWN

PALLIATIVE/END
OF LIFE CRISIS
SUPPORT

DECOMPENSATION
OF FRAILITY

URGENT
EQUIPMENT
PROVISION

CONFUSION/
DELIRIUM

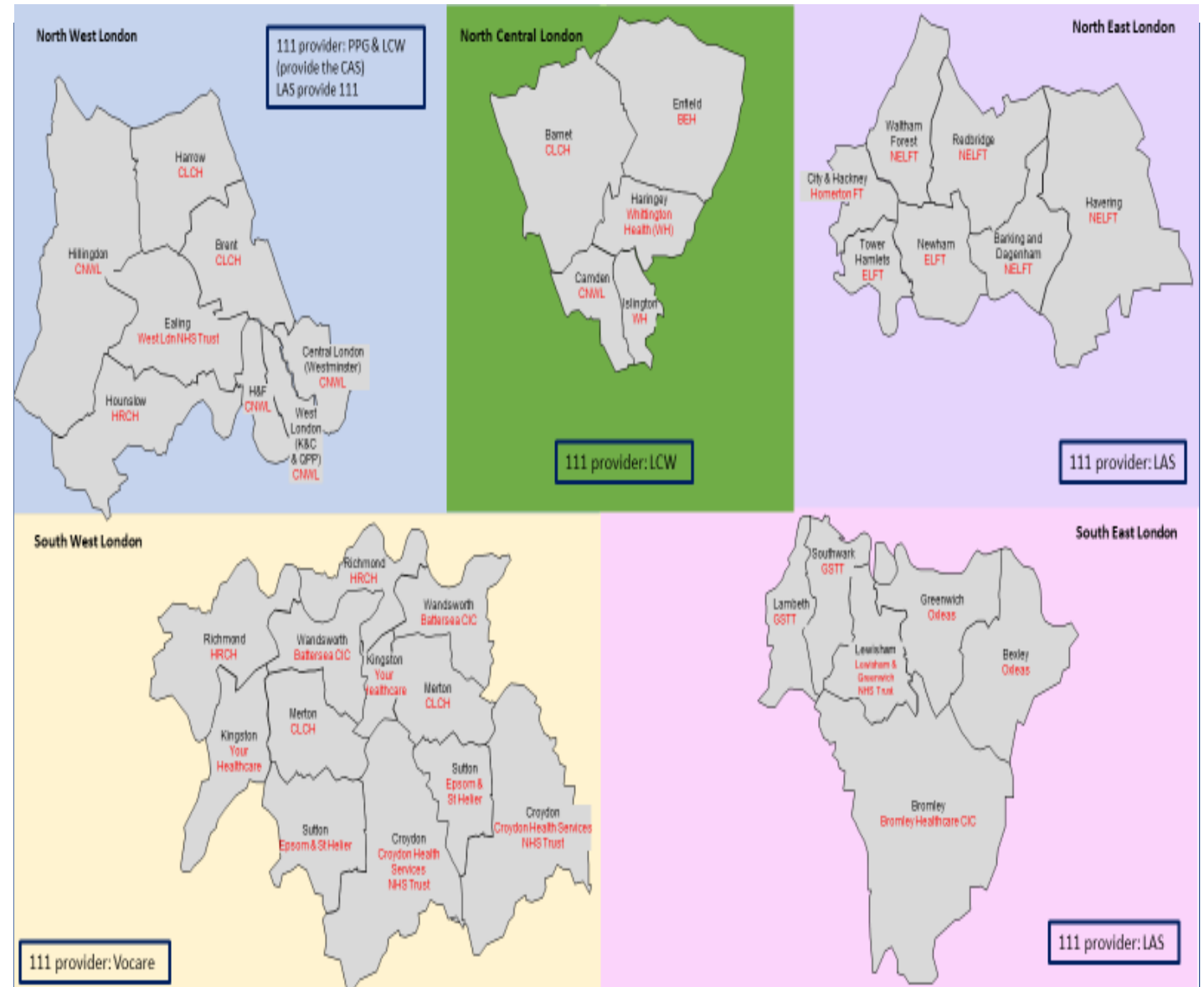
UCR London Service Provision

London has UCR services in place for all 32 boroughs in its 5 ICSs

- 17 UCR service providers across the 5 ICSs
- All providers delivering a minimum 7 day a week service 8am to 8pm, with many provide extended hours.

Service finder can be used to identify your local service:

<https://finder.directoryofservices.nhs.uk/login>



UCR Service Provision: South West London

South West London UCR ICB Contact
Justyna Rafalik: Justyna.Rafalik@swlondon.nhs.uk

| UCR service provider | Hounslow & Richmond Community NHS Trust | Battersea Healthcare CIC | Central London Community Health | Your Healthcare | Epsom & St. Helier | Croydon Health Service NHS Trust (Croydon) |
|--|--|--|--|--|---|--|
| Boroughs covered | Richmond | Wandsworth | Merton | Kingston | Sutton | Croydon |
| UCR service operating hours | Monday – Sunday (365 days) | Monday – Sunday (365 days) | Monday – Sunday (365 days) | Monday – Sunday (365 days) | Monday – Sunday (365 days) | Monday – Sunday (365 days) |
| | 8am - 8pm | 8am - 8pm | 8am - 8pm | 8am- 8pm | 24 hours | 8am - 8pm |
| Time last UCR referral accepted | 6pm | 6pm | 6pm | 6pm | N/A | 6pm |
| UCR service referrals | 020 8973 3450 | 0333 300 2350 option 2 | 0333 004 7555 option 2 | 020 8274 7088 - single point of access | <ul style="list-style-type: none"> 7am-8pm: 0208 2964011 After 8pm-7am: 02082964120 | 07768 376 832 or 0208 274 6445 |
| UCR service queries | hounslowandrichmond.spa@nhs.net | clcht.wandsworthspa@nhs.net | clcht.mertonspa@nhs.net | kinccg.yourhealthcarespa@nhs.net | esth.shc-referrals@nhs.net | ch-tr.spoa@nhs.net |

Service Finder will also provide local UCR service details: <https://finder.directoryofservices.nhs.uk/login>

UCR Service Provision: South East London

South East London UCR ICB Contacts
Helen Smith - helen.smith178@nhs.net and Natasha Ramnarine - natasha.ramnarine@nhs.net

| UCR service provider | Lewisham & Greenwich NHS Trust | Oxleas NHS trust | | Bromley Healthcare | GSTT NHS Trust |
|--|--|--|--|--|--|
| Boroughs covered | Lewisham | Greenwich | Bexley | Bromley | Lambeth and Southwark |
| UCR service operating hours | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) |
| | 8am - 8pm | 8am - 8.30pm | 8am - 8pm | 8am - 8pm | 8am - 11pm (phone lines open 8am-8pm) |
| Time last UCR referral accepted | 5.30pm 6pm Falls | 6.30pm | 6.30pm | 6.30pm | 6pm |
| UCR service referrals | 079 0059 4383 | 0208 836 6514 or 07979 750877 | 0208 836 6514 or 07979 750877 | 0208 315 8722 or 07519 607238 | 0203 049 5751 |
| UCR service queries | lg.ucr@nhs.net | oxl-tr.jointemergencyteam@nhs.net | oxl-tr.jointemergencyteam@nhs.net | bromh.spaadmin@nhs.net | gst-tr.gsttathome@nhs.net |

Service Finder will also provide local UCR service details: <https://finder.directoryofservices.nhs.uk/login>

UCR Service Provision: North West London

North West London UCR ICB Contacts

Chris Hilton - christopher.hilton@nhs.net and Maria Harrington - maria.harrington4@nhs.net

| UCR service provider | West London NHS Trust | Central & North West London NHS Foundation Trust | | | | Central London Community Healthcare | | Hounslow & Richmond Community Healthcare NHS Trust |
|--|--|---|---|---|--|---|--|---|
| Boroughs covered | Ealing | Hammersmith & Fulham | Kensington & Chelsea | City of Westminster | Hillingdon | Brent | Harrow | Hounslow |
| UCR service operating hours | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) |
| | 24 hours | 8am - 10pm | 8am - 10pm | 8am - 10pm | 8am - 00.30am | 8am - 10.30pm | 8am - 10pm | 8am - 10pm |
| Time last UCR referral accepted | N/A | Calls accepted to 10pm, last referral time for same day full new patient assessment 8pm | Calls accepted to 10pm, last referral time for same day full new patient assessment 8pm | Calls accepted to 10pm, last referral time for same day full new patient assessment 8pm | Calls accepted to 10pm, last referral time for same day full new patient assessment 10pm | Calls accepted to 10pm, last referral time for same day full new patient assessment 8pm | Calls accepted to 10pm, last referral time for same day full new patient assessment: 8pm | Calls accepted to 10pm, last referral time for same day full new patient assessment 6pm |
| UCR service referrals | 0300 1234544 | 0300 033 0333 (option 2) | 0300 033 0333 (option 2) | 0300 033 0333 (option 2) | 01895 633 546 | 02081023456 Option 3 and Option 1 | 0300 555 8889 0208 931 4694 | 020 3771 6220 |
| UCR service queries | ealingcommunity.referrals@nhs.net | cnwl.3borough@nhs.net | cnwl.3borough@nhs.net | cnwl.3borough@nhs.net | cnw-tr.hchcontactcentre@nhs.net | clcht.brentrapidresponse@nhs.net | clcht.harrowrapidresponse@nhs.net | hounslow.icrt@nhs.net |

Service Finder will also provide local UCR service details: <https://finder.directoryofservices.nhs.uk/login>

London UCR Service Provision: North East London

North East London UCR ICB Contact
Toyin Ajidele - t.ajidele@nhs.net

| UCR service provider | Community Treatment Team /NELFT | | | Rapid Response Team NELFT | Homerton University Hospital NHS Foundation trust (ParaDoc & Integrated Independence Team - Rapid Response) | ELFT | |
|--|---|---|---|---|--|---|---|
| Boroughs covered | Barking & Dagenham | Havering | Redbridge | Waltham Forest | City & Hackney | Tower Hamlets | Newham |
| UCR service operating Hours | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) | Monday - Sunday (365 days) |
| | 8am - 10pm | 8am - 10pm | 8am – 10pm | 24 hours | 8am - midnight <ul style="list-style-type: none"> • ParaDoc (paramedic & GP) service 8am to midnight • Integrated Independence Team Rapid Response: 8am to 8pm | 8am - 10pm | 8am - 10pm |
| Time last UCR referral accepted | 9pm | 9pm | 9pm | NA | 9pm | 6.30pm | 8pm |
| UCR service referrals | 0300 300 1660 ctt@nelft.nhs.uk | 0300 300 1660 ctt@nelft.nhs.uk | 0300 300 1660 ctt@nelft.nhs.uk | 0300 300 1710 wfadultchsreferrals@nelft.nhs.uk | <ul style="list-style-type: none"> • Integrated Independence Team - Rapid Response: 020 8510 7750 • ParaDoc - 0300 033 9930 | 020 8709 5555 thgpcg.spa@nhs.net | 020 8709 5555 epct.spa@nhs.net |
| UCR service queries | | | | Clinician queries 07809322096 | huh-tr.ispareferrals@nhs.net | | |

Service Finder will also provide local UCR service details: <https://finder.directoryofservices.nhs.uk/login>

UCR Service Provision: North Central London

North Central London UCR ICB Contacts
Shafeeq Tejani - s.tejani@nhs.net and Sazia Rawat - sazia.rawat@nhs.net

| UCR service provider | Central London Community Health | Central North West London | Barnet, Enfield & Haringey Mental Health Trust | Whittington Health |
|--|--|--|--|--|
| Boroughs covered | Barnet | Camden | Enfield | Haringey and Islington |
| UCR service operating hours | Monday – Sunday (365 days) | Monday – Sunday (365 days) | Monday – Sunday (365 days) | Monday – Sunday (365 days) |
| | 8am - 10pm | 8am – 9pm (from 13 February 2023 will operate from 0800-2200) | 8am – 10pm | 8am – 10pm |
| Time last UCR referral accepted | 8pm | 7pm | 8pm | 8pm |
| UCR service referrals | 0300 020 0655 | 0207 685 6966 | 0208 702 5680 9:00-17:00 07436 027 882 after 17:00 | 0207 288 3670 |
| UCR service queries | clcht.unplannedcarebarnet@nhs.net | cnwl.camdenras@nhs.net | beh-tr.enfield.rtt@nhs.net | whh-tr.rrvw@nhs.net |

Service Finder will also provide local UCR service details: <https://finder.directoryofservices.nhs.uk/login>

Additional Information

- There is currently variation in UCR service hours across London as a result of varying historical borough commissioning arrangements and contracts. It is expected that this variation will reduce over time as ICB structures further develop.
- For further details relating to UCR services please contact relevant UCR ICB Lead (see slides 7 to 11), please also share any feedback relating to UCR services with relevant ICB lead.
- The London Regional UCR team have also developed suite of communications resources (such as poster newsletter, slides and social media templates) which can be adapted to include local UCR service provider details. A short animation <https://youtu.be/GG13GrzyBek> describing UCR is also available. Please contact london.England-ucr@nhs.net if you would like to receive copies of the other communications templates/resources.
- UCR regional team would welcome feedback on this slide set and suggestions for additional information/support you would find useful. Please contact: london.England-ucr@nhs.net