



Brighton and Sussex  
University Hospitals  
NHS Trust

# *Community Cards*

*Connecting care between the  
community and the acute floor*

Acute Floor



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***Community Cards*** can be used by all members of the  
***Acute Floor multidisciplinary team***

***They summarise key resources to link acute and  
community care for patients, and offer alternatives  
to admission or emergency attendance.***

***Email [acutefloorproject@bsuh.nhs.uk](mailto:acutefloorproject@bsuh.nhs.uk) with any  
comments or additions***

**Acute Floor**

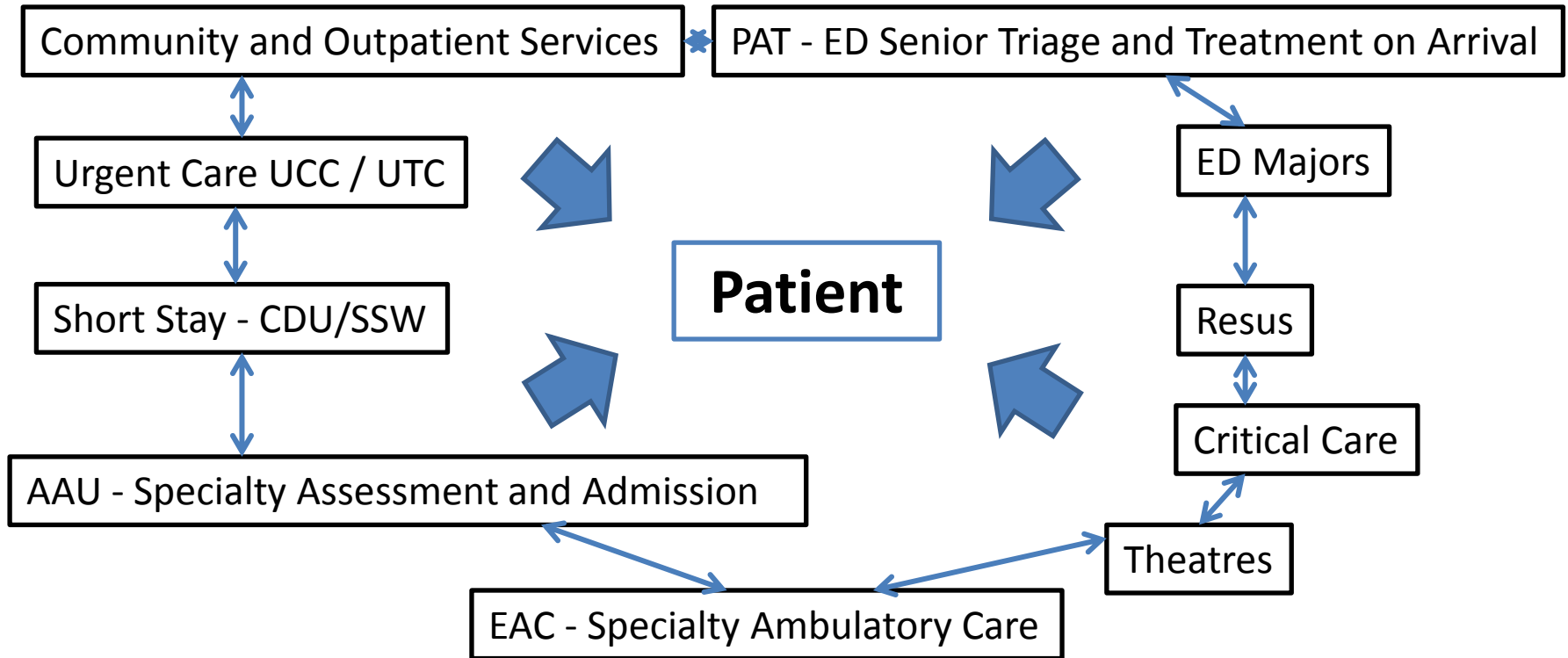


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# The Acute Floor: The Right Care from The Start

Our Integrated Front Door Services



## Acute Floor



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# Community Cards: Contents

Card Number	Content	Card Number	Content
1	Ambulatory Care	8	Transport
2	Homeless Team	9	Mental Health
3	Pavilions Drug and Alcohol	10	Brighton and Hove Urgent Care Services Directory
4	RACOP	11	Emergency Dentist
5	Possability People	12	Community Palliative Care
6	Responsive Services	13	Community Respiratory Service
7	Professional Support Line (PSL)	14	Same Day Primary Care Appointments

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# Community Cards: 1

## Ambulatory Care



**Think Ambulatory!**

**Ambulatory Care is default option for seeing ambulant urgent and emergency care patients needing specialty team input.**

**Only admit if meet specific admission criteria. Document these.**

Consider ambulatory care for all appropriate medical and surgical patients.

*“Reduce time spend in ED” “Improve patient experience”*

*“Improve flow”*

*“Enable rapid senior specialty led review within the next few days”*

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# Community Cards: 1

## Ambulatory Care

Use when...

Review of response to initial treatment if community care not available

Ongoing IV antibiotics

Essential follow up blood tests

Schedule a drain or procedure

Blood product transfusion or lengthy infusion

Urgent surgical/medical review with imaging

## Referral



EACU  
(RSCH)

Same day

**Medical + Surgical** - refer as normal to on call specialty. If accepted phone EAC coordinator on **62073** to see if capacity and arrange transfer.

Next day (s)

Via **Panda**: access via BSUH Applications / Symphony / Whiteboard

**Medical** – refer online directly.

**Surgical** – speak to specialty senior first, then refer online

RAMU  
(PRH)

All patients – speak with relevant specialty and RAMU nursing team  
Then add details and date coming in to Whiteboard

# Community Cards: 2

## Homeless Team

### Mon-Fri In Hours:

**Our hospital homeless team** - Contact Gregg Lock [gregg.lock@nhs.net](mailto:gregg.lock@nhs.net), Katie Carter [katie.carter1@nhs.net](mailto:katie.carter1@nhs.net) Call **07884195417** (mobile) **01273 523166** (office)

### Otherwise, provide resources to the following:

- **First Base Day Centre** – hub for plethora of resources and support
  - **Offices close:** 3.30pm but can advise person to attend next day
  - **Contact details:** St Stephen's Hall, Montpelier Place, BN1 3BF, **01273 326844** <https://www.bht.org.uk/services/first-base-day-centre/>
- **Arch Healthcare GP Practice– Morley Street** – Support your patient to register / contact for follow up: <http://www.archhealthcare.uk/> **01273003930**
- **Street Sheet** - Combined map and list of resources of all relevant services including food and shelter for homeless people in Brighton and Hove. Available in UCC / CDU / SSW as leaflets to give out.
- **Street Link** - Add person with consent: <http://www.streetlink.org.uk/tell-us-about-a-rough-sleeper> St Mungo's charity will then provide community outreach

# Community Cards: 3

## Pavilions Drug and Alcohol Liaison

Offer referral to all those from Brighton and Hove with drug or alcohol related problems

**If in hospital needing to see Pavilions Liaison Nurse– Mon-Fri 9am-5pm :**

**Phone:** ext **67826** or **mobile:** *Mim* (Mon and Tues – **07833403688**),  
*Vicky* (Thu and Fri - **07833057049** ) and *Tim* (Fri – **07833201858**)

**If out of hours / not needing to see Pavilions Liaison Nurse:**

Online Referral Form, takes 2 minutes: [Click here to download the referral form](#)

Or phone duty team - Tel: **01273 731900** / Email: [referrals@pavilions.org.uk](mailto:referrals@pavilions.org.uk)

### Helpline

Anyone can call Pavilions main office on **01273 731900** or **0800 014 9819** for information and advice 9-5pm Monday to Friday, 9-7pm Thursdays & 10-1pm Saturdays. Outside of these hours, a comprehensive voice message will give details of out of hours services

### **Opioid Overdose/Risk ?**

Discharge with Prenoxad (naloxone) minijets – in 2b clinical room + note patient ID in the book there

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# Community Cards: 4

## RACOP

### Rapid Access Clinic for Older People

Patients can be referred to RACOP if they would benefit from:

- Rapid outpatient comprehensive geriatric assessment
- Outpatient complex care/frailty assessment
- Follow up of outpatient investigations in context of the above

Rapid outpatient comprehensive  
geriatric assessment

Patients aged 70 or over  
(Or <70 with complex geriatric  
needs)

Aim to see patient  
within 72 hours

**RACOP will aim to see patients within 72 hours (capacity dependent)**

- Please do not promise a date and time for appointment – RACOP will contact patient with further details.

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# Community Cards: 4

## RACOP

### Referral Criteria:

- Aged **70 or over** (or complex geriatric needs if under 70).
- Reasonably mobile and can transfer with 1 (patients requiring hoisting or heavy transfer with 2 are not suitable)
- Can be easily managed within the community

### How to refer:

- Online via Intranet – *Add link here...*
- For advice regarding referrals contact:
  - Elderly Care on call Consultant on **62011** (available within working hours 7 days a week)
  - RACOP Clinic coordinator on extn. **63045** (Mon-Fri 8am – 4.30pm)

**Note:** Please DO NOT refer patients with new suspected malignancy via this pathway.



# Community Cards: 5

## Possability People – Link Back

- **Link Back** - Is a free service for anyone over 55 who has had a recent hospital attendance/admission.
- Aims to link people to the community, voluntary and private sector services that can enhance their independence and day to day lives on their return home.

Possability  
People

Information and advice needed to  
reduce loneliness and social isolation  
in those over 55 leaving hospital

- **Examples of support the service can link patient to:**
  - Befriending support at home
  - Social activities including lunch clubs and day centres
  - Disability and welfare benefits advice and advocacy
  - Mental health peer support and advice
  - Short term re-ablement support
  - Local paid for in-home services (eg. Hairdressers, gardeners, handymen etc.)

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# Community Cards: 5

## Possability People – Link Back

- **Referral criteria:**

- Aged 55+ and have had a recent hospital admission at RSCH or a local health facility (Craven Vale, Knoll House, RACOP)
- Have capacity to engage with the service or have a carer with whom we can engage with on their behalf
- Do not have a complex mental health condition/substance misuse issues
- Are a resident of Brighton and Hove
- Give consent for the referral
- Are medically ready for discharge

Possability  
People

- **How to refer:**

- Referral form available on Microguide – *Add link here...*
- Return completed forms to [linkback@possabilitypeople.org.uk](mailto:linkback@possabilitypeople.org.uk)
- For more info please contact Rupert, Rosie or Gwyn on 01273 069851.

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# Community Cards: 6

## Responsive Services

- **Multidisciplinary team** - visit patients in their own home (including care homes or temporary accommodation) providing short term health support to help people recover and remain in their own home.
- Short-term **Nursing, physiotherapy** and **occupational therapy** assessment and support.
- Responsive services can arrange:
  - Respite care
  - Home care assistance
  - Intermediate care at home or residential
  - Falls prevention and/or nursing intervention

Short term health  
support to help people  
recover and remain in  
their own home

### How to refer:

- Via Professional support line (PSL) – call **0300 1303045** (8am-8pm) and they will set up a conference call with Responsive services.

# Community Cards: 7

## Professional Support Line (PSL)

- PSL is available to support clinicians organise a range of community services

Phone: **0300 130 3045**

08:00-20:00, 7 days a week, 365 days a year (including bank holidays)

- Services PSL can provide access to include:
  - Community Rapid Access Respiratory Clinic
  - Responsive Services
  - IV therapy team
  - Roving GP service
  - Health and Social Care Connect (HSCC)
  - Patient Transport Service (PTS)

The Acute floor can use PSL to refer to PTS and arrange urgent GP follow-up

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# Community Cards: 8

## Transport

Patients should be expected and encouraged to make their own way back when possible. If not possible the following options are available:

## Red Cross

**Phone:** 01273 326 089

The Red Cross team can take suitable patients home, and ensure they are comfortable. They can check that lights and heating are working and that the fridge is cleared and restocked, for example.

They offer two follow-up home visits, helping with practical tasks, companionship and signposting to other helpful organisations

## Impulse Crew

**Contact the Clinical Site Manager on 62005 for assistance**

# *Community Cards: 9*

## Mental Health

### Mental Health Liaison Team (MHLT)

This is a 24 hour face to face mental health nurse led service available at RSCH

Ph: **01273 696955** ext **4248**, Bleep **8484**  
Brighton and Hove Urgent Care Services  
Directory

### Mental Health Rapid Response Service (MHRRS)

This is a 24 hour, 365 day a year service for people in Brighton and Hove requiring urgent mental health support

Ph: **0300 304 0078**



# *Community Cards: 10*

## Brighton and Hove

## Urgent Care Services Directory

This directory provides a comprehensive overview of many of the key services linking acute and community care across Brighton and Hove

The Directory is accessible and downloadable via the BSUH Microguide, within the Cross Specialty Guide if using as an app, or via the weblink [here](#)

# *Community Cards: 11*

## Emergency Dentist

### **Emergency Dental Service**

Emergency dental advice and treatment appointments out of hours for temporary and urgent treatment

Only when daytime dental practices are closed.  
Appointment must be made – not a walk-in service.

Phone: **0300 024 2548**

### **Open:**

17:30-22:30, M-F

09:00-17:00, W/E

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# *Community Cards: 12*

## Community Palliative Care

Holistic care for people living with and dying from life limiting illness

### Hospice@Home

Visiting service Monday to Sunday. 08:00 – 21:00 Ph: 01273 964164

### In Hours Advice

Ph: 01273 964164, Fax 01273 273450

Phone advice: 08.30- 16.30, M-F 08:00 – 16:00, W/E

### Out of Hours Advice

Calls out of hours will be transferred to the Hospice.

On call consultant available for telephone support for health care professionals 24hrs

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# Community Cards: 13

## Community Respiratory Service

A multidisciplinary service providing specialist assessment and support for people with respiratory disease

Patient criteria:

- Over 18
- Brighton and Hove GP
- CT or spirometry confirmed diagnosis of interstitial lung disease

Including

- Rapid Response
- Pulmonary Rehab
- O2 Service (respiratory and non-respiratory patients)

Phone: **01273 265593** 08:00-20:00, M-S

# Community Cards: 14

## Same Day Primary Care Appointments

Access to appointments with a GP or primary care nurse for patients registered with a local GP.

For 2 hour, 6 hours and 12 hour primary care dispositions.

Exclusions:

- Patients must be ambulatory (and able to visit a practice)
- Emergency/life threatening conditions
- Under 75 years
- No home visits

### Contact

Via NHS111

18:00-20:00 M-F,      08:00-13:00 Sat,      10:00-12:00, Sun & public holidays

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