



**Commissioning Alliance**

Brighton and Hove CCG

Crawley CCG

East Surrey CCG

High Weald Lewes Havens CCG

Horsham and Mid Sussex CCG



# Urgent Care Service Directory

|                                     |  |
|-------------------------------------|--|
| <b>Target Audience</b>              | BSUH, SECamb, SCFT, SPFT, IC24, Adult Social Services – Brighton and Hove, East Sussex and West Sussex Councils, BH CCG, HMS CCG and HWLH CCG, Urgent Care Commissioners, Commissioning Teams and Front line Staff |
| <b>Brief Description</b>            | Database of urgent care service providers with contact details and operating hours   |
| <b>Action Required</b>              | Kindly disseminate to frontline staff so they are aware of the various service options available to patients in the community  |
| <b>Date of last review</b>          | 01 March 2019  |
| <b>Date of recent dissemination</b> | 01 March 2019  |

**ALLIANCE**



Brighton and Hove CCG • Crawley CCG • East Surrey CCG • High Weald Lewes Havens CCG • Horsham and Mid Sussex CCG

| Service                                | Description  | Eligibility  | Referral route and opening hours  | Who can refer   | B&H CCG | HWLH CCG | Provider |
|--|--|--|---|---|---------|----------|----------|
| <b>GP Out of Hours</b>                 | Primary care out of hours GP and nurse service   | For patients who cannot safely wait until the next working day, who need advice or treatment from a GP or nurse  | Ph: 111<br>'Speak to' and advice line M-F 18:30-08:00<br>W/E and public holidays 24 hours<br>GP in RSCH A&E 11:00-00:00 every day | Via NHS11 for patients and health care professionals<br>Via RSCH A&E  | ✓       | ✓        | IC24     |
| <b>Professional Support Line (PSL)</b> | <ul style="list-style-type: none"> <li>Facilitates a clinician-to-clinician conversation to ensure appropriate referral.</li> <li>Manages the referral.</li> </ul> | <p>Patients eligible for the following:<br/>Medical and surgical admissions:</p> <ul style="list-style-type: none"> <li>AAU (previously AMU)</li> </ul> <p>Planned appointments:</p> <ul style="list-style-type: none"> <li>RACOP</li> <li>EACU (medical and surgical)</li> <li>Ultrasound</li> <li>TIA clinic</li> <li>Community Rapid Access Respiratory Clinic</li> <li>Gynaecology Rapid Assessment Unit</li> <li>Early Pregnancy Assessment Unit</li> <li>GP review Clinic</li> </ul> <p>Community services:</p> <ul style="list-style-type: none"> <li>Responsive Services</li> <li>IV therapy team</li> <li>Roving GP service</li> <li>HSCC</li> <li>Patient Transport service</li> </ul> | Ph: 0300 130 3045<br>08:00-20:00, 7 days a week, 365 days a year (including bank holidays)  | Health care professionals. GPs can refer into all services listed.<br>Acute floor can refer to PTS for GP follow-up to expedite discharge | ✓       | ✓        | Care UK  |

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|--|--|---|--|---------------------------|---------|----------|----------|
| <b>Responsive Services</b>                       | <p>Multidisciplinary rapid assessment and services to avoid admission and facilitate discharge. For Patients requiring an urgent or rapid response, assessed as potentially requiring only short term support for primarily physical health need.</p> <ul style="list-style-type: none"> <li>Intravenous Therapy Team</li> <li>Urgent Falls Pathway</li> </ul> | <p>Patients requiring an urgent or rapid response, assessed as potentially requiring only short term support for primarily physical health need (although patients may also have mental health needs).</p> <p>Exclusions:</p> <ul style="list-style-type: none"> <li>Under 18</li> <li>Not registered with GP in Brighton and Hove</li> <li>with social needs only</li> <li>whose needs are primarily mental health</li> <li>with the symptoms of new onset stroke</li> <li>at the very end of life</li> <li>awaiting long term care at home or in a care home</li> </ul> | <p>Accessed via the referral management hub (RMH)<br/>Ph: 01273 242117 (option 1)<br/>Email:<a href="mailto:referralmanagement.brighton-hove@nhs.net">referralmanagement.brighton-hove@nhs.net</a><br/>08:00-20:00, 7 days a week<br/>Response times according to clinical need:</p> <ul style="list-style-type: none"> <li>4 hours for urgent referrals</li> <li>24-72 hours for routine referrals</li> </ul> | Health care professionals | ✓       |          | SCFT     |
| <b>Responsive Services Out of Hours referral</b> | <p>Referral route into Responsive Services for SECamb out of normal operational hours<br/>Call is diverted to the One Call team who will take the referral details on behalf of the SCFT RMH</p>   | <p>Patients assessed by SECamb as clinically safe to remain at home and be followed up the following day.</p> <p>Priority categories:</p> <ul style="list-style-type: none"> <li>Non-Injury Falls</li> <li>“Off Legs”</li> <li>UTI</li> <li>Chest Infection</li> </ul>  | <p>Ph: 01273 242117<br/>Option 1<br/>20:00-08:00, 7 days a week</p>  | SECamb referrals only     | ✓       |          | SCFT     |



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|--|--|--|--|-------------------------------------|---------|----------|----------|
| <b>Brighton Station walk-in centre</b> | Primary care walk-in service for patients presenting with minor illness or injury, including x3 day prescriptions (see exclusions) emergency contraception and sexual health services.<br>Nurse led service with access to GPs | Open to all. Nurse led service with access to GPs.<br>Exclusions: <ul style="list-style-type: none"> <li>• Emergency/life threatening conditions</li> <li>• Ongoing/repeat medications</li> <li>• Controlled drugs</li> <li>• X-ray/imaging</li> <li>• Pregnancy and related</li> <li>• Children under one year</li> <li>• Suturing</li> </ul> | Ph: 03333 210946<br>08:00–20:00, every day   | All including patient self-referral | ✓       | ✓        | CareUK   |
| <b>Lewes Minor Injuries Unit</b>       | Primary care walk-in service for patients presenting with minor injuries only.<br>Staffed by ENPs and specialist care practitioners  | Assessment and treatment of minor injuries in adults and children (over 1 years old) including those requiring x-ray (specific times only).<br>Exclusions: <ul style="list-style-type: none"> <li>• Patients under one year</li> <li>• Illness</li> </ul>  | Ph: 01273 402504<br>08:00 – 20:00, every day<br>X-ray available:<br>09:00-17:00, M-F | All including patient self-referral | ✓       | ✓        | SCFT     |
| <b>Crowborough Minor Injuries Unit</b> | Primary care walk-in service for patients presenting with minor injuries only.<br>Staffed by ENPs and specialist care practitioners  | Assessment and treatment of minor injuries in adults and children (over 1 years old) including those requiring x-ray (specific times only).<br>Exclusions: <ul style="list-style-type: none"> <li>• Patients under one year</li> <li>• Illness.</li> </ul>   | Ph: 01892 337241<br>08:00–20:00, every day<br>X-ray available:<br>09:00-17:00, M-F   | All including patient self-referral | ✓       | ✓        | SCFT     |



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|-------------------------------------|--|---|--|---|---------|----------|-----------------------------|
| <b>Uckfield Minor Injuries Unit</b> | Primary care walk-in service for patients presenting with minor injuries only. Staffed by ENPs and specialist care practitioners   | Assessment and treatment of minor injuries in adults and children (over 1 years old) including those requiring x-ray (specific times only).<br>Exclusions: <ul style="list-style-type: none"> <li>• Patients under one year</li> <li>• Illness.</li> </ul>  | Ph: 01825 721501<br>08:00 – 20:00, every day<br>X-ray available: 09:00-17:00, M-S  | All including patient self-referral   | ✓       | ✓        | SCFT                        |
| <b>Palliative Care Team</b>         | Holistic care for people living with and dying from life limiting illness. Assessment of physical, emotional, psychological and spiritual needs, as well as pain relief and the management of other symptoms. <ul style="list-style-type: none"> <li>• Support relatives and carers and provide expert advice to other health care professionals.</li> <li>• Hands on end of life care support (Hospice@Home)</li> <li>• Respite support</li> <li>• Specialist team of nurses, doctors, occupational therapists and social workers.</li> </ul> | <ul style="list-style-type: none"> <li>• Patients 18yrs+ with</li> <li>• Locally advanced / metastatic cancer with complex physical and / or emotional problems related to their disease</li> <li>• Other life limiting disease who have complex end of life needs.</li> </ul> Reference to the GSF Prognostic Indicator guidance and or the Supportive and Palliative Care Indicators Tool (SPICT) may help determine who these patients might be eligible | Ph: 01273 964164<br>Fax 01273 273450<br>Phone advice: 08.30- 16.30, M-F<br>08:00 – 16:00, W/E<br><br>Calls out of hours will be transferred to the Hospice.<br>On call consultant available for telephone support for health care professionals 24hrs. | Patient self-referral if known to the service. Otherwise healthcare professionals. Ensure GP is informed.<br><br>Visiting service Monday to Sunday.<br>Hospice@Home 08:00 – 21:00<br>Ph: 01273 964164<br><br>Palliative Care Team 09:00-16:00 | ✓       |          | Palliative Care Partnership |

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|---|--|---|--|--|---------|----------|----------|
| <b>Community Respiratory Service (rapid response element) (B&amp;H)</b> | A multidisciplinary service providing specialist assessment and support for people with respiratory disease <ul style="list-style-type: none"> <li>• Including Rapid Response</li> <li>• Pulmonary Rehab</li> <li>• O2 Service _ (respiratory and non-respiratory patients)</li> </ul> | <ul style="list-style-type: none"> <li>• Over 18</li> <li>• Brighton and Hove GP</li> <li>• CT or spirometry confirmed diagnosis of ILD</li> </ul>  | Ph: 01273 265593<br>08:00-16:00, M-S (core service)<br>08:00-20:00, M-S (rapid response element) | Health care professionals including paramedic practitioners<br>Care Homes<br>Self-referrals from patients already known to the service                     | ✓       |          | SCFT     |
| <b>Community Respiratory Service (HWLH)</b>                             | A multidisciplinary service providing specialist assessment and support for people with respiratory disease <ul style="list-style-type: none"> <li>• Including Rapid Response</li> <li>• Pulmonary Rehab</li> <li>• O2 Service _ (respiratory patients only)</li> </ul>                | <ul style="list-style-type: none"> <li>• Over 18</li> <li>• HWLH GP</li> <li>• CT or spirometry confirmed diagnosis of ILD</li> </ul>   | Referral via HSCC<br>09:00-17:00, M-F<br>No Rapid response element                               | Health care professionals including paramedic practitioners<br>Care Homes<br>Self-referrals from patients already known to the service                     |         | ✓        | SCFT     |
| <b>Rapid Access Clinic for Older People (RSCH &amp; PRH)</b>            | Assessment and treatment for elderly patients to avoid admission to hospital   | <ul style="list-style-type: none"> <li>• Over 70 (or under 70 if frail and would benefit from the service)</li> <li>• Patients must be able to transfer with minimal assistance</li> <li>• AND be safe to wait for the appointment (otherwise acute hospital attendance may be more appropriate)</li> </ul> | Via PSL: 0300 130 3045<br>08:30-16:30, M-F   | Any healthcare practitioner e.g. BSUH consultants, local GPs, Roving GP, Nurses, Physios, Paramedics (SECamb), Community Short Term Services (SCFT & ASC). | ✓       | ✓        | BSUH     |



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|--|---|--|---|---|---------|----------|----------------|
| <b>Same day primary care appointments</b>    | Access to appointments with a GP or primary care nurse for patients registered with a local GP. To enable the patient to be seen in the most appropriate place, by the most appropriate person  | For 2 hour, 6 hours and 12 hour primary care dispositions.<br>Exclusions: <ul style="list-style-type: none"> <li>• Patients must be ambulatory (and able to visit a practice)</li> <li>• Emergency/life threatening conditions</li> <li>• Under 75 years</li> <li>• No home visits</li> </ul>  | Via NHS111<br>18:00-20:00, M-F<br>08:00-13:00, Sat<br>10:00-12:00, Sun & public holidays                                  | All health care professionals via NHS111  | ✓       |          | HERE           |
| <b>Urgent repeat prescriptions (NUMSAS)</b>  | For urgent medication requests for a medication that a patient has been previously prescribed   | Patients must have been previously prescribed the medication   | NHS111 is 24 hours<br>Patient will be directed to a local pharmacy which offers this service.<br>Opening times will vary. | All including patients  | ✓       | ✓        | Local pharmacy |
| <b>Acute Admission Unit (previously AMU)</b> | Patients requiring planned admission for assessment of medical needs and/or planned procedures such as: <ul style="list-style-type: none"> <li>• Blood transfusions</li> <li>• Paracentesis</li> <li>• Thoracentesis/pleural tap</li> </ul> | <ul style="list-style-type: none"> <li>• Under 80 years (PSL will set up conference call with AAU consultant to establish whether admission is appropriate)</li> <li>• Over 80 years old (PSL will contact Care of the Elderly consultant)</li> </ul> Exclusions: <ul style="list-style-type: none"> <li>• Patients unable to wait 72 hours for admission/procedure</li> </ul> | Via PSL: 0300 130 3045<br>08:00-20:00, 7 days a week  | If the patient is accepted to AAU / EACU will contact the patient with the appointment details, but if transport is required, the referrer will need to contact PSL once the appointment details are known. | ✓       | ✓        | BSUH           |





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|------------------------------------|---|--|---|---------------------------|---------|----------|----------|
| <b>Roving GP</b>                   | Roving GP service provided across Brighton and Hove to housebound patients. PSL will set up a conference call with the Roving GP to see if the patient is applicable for their service. | Any patient felt to benefit from a GP visit  | Via PSL: 0300 130 3045<br>09:00-18:30, M-F<br>(last referral taken around 17:30)<br>Email care plan and discharge summary to:<br><a href="mailto:Roving.gp@nhs.net">Roving.gp@nhs.net</a>                                     | B&H GP practices          | ✓       |          | IC24     |
| <b>Intravenous Therapy Team</b>    | For referrals for IVAB. Generally antibiotic is required to be a once daily dose though more is possible in certain circumstances   | <ul style="list-style-type: none"> <li>• Lower limb cellulitis only</li> <li>• B&amp;H GP</li> <li>• Over 18</li> </ul>  | Via PSL: 0300 130 3045<br>08:00-20:00, 7 days a week  | Health Care Professionals | ✓       |          | SCFT     |
| <b>Hospital at Home</b>            | BSUH Consultant led discharge pathway   | <ul style="list-style-type: none"> <li>• Patient remains under the care of consultant</li> <li>• 18 and over</li> <li>• Predominately B&amp;H but covers BSUH footprint</li> </ul>   | Accessed via the referral management hub (RMH)<br>07:00 to 22:00, 7 days a week<br>Ph: 01273 242117 option 1<br>Email: <a href="mailto:referralmanagement.brighton-hove@nhs.net">referralmanagement.brighton-hove@nhs.net</a> | BSUH Consultant           | ✓       | ✓        | SCFT     |
| <b>DVT ultrasound appointments</b> | For patients with suspected DVT. Service can arrange ultrasound and manage anti-coagulation   | <ul style="list-style-type: none"> <li>• Patients must be ambulatory</li> </ul> <p>Exclusions:</p> <ul style="list-style-type: none"> <li>• Swelling in both legs</li> <li>• If patient has been scanned within last week (conference call with DVT service will be set up)</li> </ul> | Via PSL: 0300 130 3045<br>08:00-20:00, 7 days a week<br>Appointments will be between: 09:00-16:30   | Health care professionals | ✓       | ✓        | BSUH     |

ALLIANCE



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|---------------------------------|--|---|--|---|---------|----------|----------|
| <b>TIA clinic</b>               | Access to clinic at RSCH for patients with suspected TIA   | Exclusions: <ul style="list-style-type: none"> <li>with new stroke</li> <li>with evolving, fluctuating or gradual onset of neurological signs</li> <li>who are not able to transfer from chair to chair</li> </ul>  | Via PSL: 0300 130 3045<br>08:00-20:00, 7 days a week<br>Appointments will be between: 08:30-16:30 (may be next day), M-F   | Healthcare professionals  | ✓       | ✓        | BSUH     |
| <b>Gynaecology</b>              | For women with acute gynaecological symptoms.<br><br>To facilitate access to: <ul style="list-style-type: none"> <li>Rapid Access Clinic (not an admission)</li> <li>Early Pregnancy Unit (EPU)</li> <li>Gynaecological Assessment Unit (GAU)</li> </ul> | Exclusions: <ul style="list-style-type: none"> <li>Patients that are not medically stable (NEWS2 score above 2)</li> <li>Pregnant women over 14 weeks –(should be referred to the Labour Triage Ward)</li> <li>Pregnant women under 6 weeks</li> </ul>              | Via PSL: 0300 130 3045<br>08:00-20:00, 7 days a week   | Healthcare professionals  | ✓       | ✓        | BSUH     |
| <b>Emergency Dental Service</b> | 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.  | Ph: 0300 024 2548<br>17:30-22:30, M-F<br>09:00-17:00, W/E  | Anyone  | ✓       | ✓        |          |
| <b>Falls prevention service</b> | Priority 2 and 3 fallers only<br>For urgent falls service contact Responsive Services  | For specific falls intervention the patient must be 65 and over with a history of 1 or more falls in the last 12 months. If these criteria are not met but the patient is at high risk of falls then the referral will be triaged for the Advice/Education pathway. | Fax: 01273 242178<br><a href="mailto:Sc-tr-fallsServiceRef@nhs.net">Sc-tr-fallsServiceRef@nhs.net</a><br>Referrals should be completed on approved referral forms and forwarded via post or fax. Referrals can also be emailed using secure email. | GP's, health care professionals, relevant local authority staff, and the voluntary and independent sector | ✓       |          | SCFT     |



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|---|--|---|---|---|---------|----------|-------------------------------|
| <b>Professional on Scene Line</b>             | <b>Professional access</b> to GP out of hours for advice   | For access to GP advice out of hours in relation to patients who cannot wait until the next working day   | Ph: 0300 555 0104   | Health care professionals only including paramedic practitioners and qualified nurses in nursing homes (not rest homes) | ✓       | ✓        | IC24                          |
| <b>Overnight nursing/sitting</b>              | Night sitting support for patients or carers who require help over the night time period. Main criteria is patients who would otherwise be at risk on an inappropriate admissions to hospital, but support to carers looking after patients at the end of their life who are identified as requiring overnight respite are also a priority for this part of the service. | <ul style="list-style-type: none"> <li>• Patient must be on caseload or previously known to the service</li> <li>• Brighton and Hove residents only</li> </ul> Exclusions: <ul style="list-style-type: none"> <li>• No new catheterisation unless palliative care</li> <li>• Do not attend nursing homes</li> </ul> | Ph: 0300 555 0104<br>20:00-08:00, 7 days per week<br>After 19:30 on weekdays and at weekends email: <a href="mailto:lc24.overnightnurses@nhs.net">lc24.overnightnurses@nhs.net</a>  | Health care professionals only  | ✓       |          | IC24                          |
| <b>Integrated Night Service (East Sussex)</b> | Support provided within clients own home to prevent crisis in community or admission to acute services. Support may be clinical or social care led (e.g. personal care, catheter change, palliative support, assistance after a fall)<br>Teams operate in each of the 3 CCG areas (Hastings & Rother, Eastbourne, Hailsham & Seaford and Lewes, Havens & High Weald)     | <ul style="list-style-type: none"> <li>• Patients must be</li> <li>• Over 18</li> <li>• 16-18 year olds on case by case basis</li> <li>• Living within E Sussex or registered with GP in E Sussex</li> </ul>  | Referral via HSCC<br>Ph: 0300 678 0100<br>22:00-08:00, 7 days per week<br><a href="mailto:Esh-tr-ins-111@nhs.net">Esh-tr-ins-111@nhs.net</a><br>Crisis Intervention: Visit within 2 hours (a nurse will make contact with the patient to confirm the referral has been received within 30 mins)<br>Non Urgent: Within 4 hours | GP, healthcare professionals, 111   |         | ✓        | East Sussex Adult Social Care |



| Service                                       | Description   | Eligibility   | Referral route and opening hours  | Who can refer   | B&H CCG | HWLH CCG | Provider                 |
|---|---|---|---|---|---------|----------|--------------------------|
| <b>Possability People – Link Back service</b> | Link Back is a free service for anyone over the age of 55 who has had a recent hospital admission. On your return home, they can help: <ul style="list-style-type: none"> <li>• Find practical help to make life easier</li> <li>• Get information, support and advice</li> </ul> | Brighton and Hove resident<br>Over 55 years old<br>No significant alcohol or drug dependence<br>No significant risk to staff visiting patient   | Ph: 07795 905740<br><a href="mailto:Linkback@possabilitypeople.org.uk">Linkback@possabilitypeople.org.uk</a>  | Patient or carer self-refer. Any healthcare professional  | ✓       |          | Possability People       |
| <b>Age UK</b>                                 | Crisis and enablement service for older people – two levels/types of support  | Includes patients in Brighton and Hove and Portslade  | Ph: 01273 720603<br><a href="mailto:info@ageuk-bh.org.uk">info@ageuk-bh.org.uk</a><br>Every day – 9-5   | Patient, carer, or health care professional   | ✓       |          | Age UK                   |
| <b>Integrated Primary Care Teams</b>          | Community Nursing Teams accessed by locality  | <ul style="list-style-type: none"> <li>• B&amp;H GP</li> <li>• Over 18</li> <li>• No urgent response service</li> </ul>   | Ph: 01273 242117 Opt 2 (asked to be transferred to East /West /Central locality)<br>08:00-20:00, 7 days per week<br>East: <a href="mailto:Sc-tr.eastlocality@nhs.net">Sc-tr.eastlocality@nhs.net</a><br>West: <a href="mailto:Sc-tr.westlocality@nhs.net">Sc-tr.westlocality@nhs.net</a><br>Central: <a href="mailto:Sc-tr.centrallocality@nhs.net">Sc-tr.centrallocality@nhs.net</a> | Health care professionals only including paramedic practitioners and qualified nurses in nursing homes (not rest homes) | ✓       |          | SCFT                     |
| <b>Urgent Home Care</b>                       | Supports Integrated Primary Care Teams and primary care to prevent avoidable admission  | Patients suitable for admission avoidance<br>Exclusions: <ul style="list-style-type: none"> <li>• Patients living outside Brighton and Hove</li> <li>• Mobile patients able to access GP</li> </ul> | Accessed via the referral management hub (RMH)<br>Ph: 01273 242117 option 1<br>09:00–17:00, M-F<br>Email: <a href="mailto:referralmanagement.brighton-hove@nhs.net">referralmanagement.brighton-hove@nhs.net</a>  | Primary care  | ✓       |          | Coastal Home Care Agency |



## Homeless Services

| Service  | Description  | Eligibility  | Referral route and opening hours  | Who can refer  | B&H CCG | HWLH CCG | Provider        |
|--|--|--|---|--|---------|----------|-----------------|
| <b>Hospital In-reach Pathway Team (RSCH)</b>     | The team supports discharge planning and connection with primary and community care services to minimise DTOC and risk of readmission.   | <ul style="list-style-type: none"> <li>Homeless and / or rough sleeper</li> </ul>  | Based on the acute floor at RSCH<br><b>Weekdays:</b> <ul style="list-style-type: none"> <li>3x GP sessions</li> <li>10x discharge &amp; advocacy worker sessions</li> </ul> <b>Weekends:</b> <ul style="list-style-type: none"> <li>1x on-call clinician session</li> <li>1x discharge &amp; advocacy worker session</li> </ul> | RSCH Staff   | ✓       |          | Pathway Charity |
| <b>Hospital In-reach Specialist Nurse (RSCH)</b> | Specialist nurse who supports assessment and discharge planning. Works closely with the hospital teams and Pathway partners to ensure effective discharge planning and ongoing support in the community. Links with other SPFT specialist services as required to ensure health inclusion (e.g. respiratory, end of life care, intermediate care etc.) | <ul style="list-style-type: none"> <li>Homeless and / or rough sleeper</li> <li>Patients with complex and long term conditions</li> <li>Living in the community</li> <li>May require support to access hostels and/or emergency and temporary accommodation</li> </ul> | Based on the acute floor at RSCH<br><b>Weekdays:</b> <ul style="list-style-type: none"> <li>3x GP sessions</li> <li>10x discharge &amp; advocacy worker sessions</li> </ul> <b>Weekends:</b> <ul style="list-style-type: none"> <li>1x on-call clinician session</li> </ul> 1x discharge & advocacy worker session              | RSCH Staff   | ✓       |          | SCFT            |
| <b>First Base (B&amp;H)</b>                      | First Base offers a range of services to support people who are sleeping rough or insecurely housed in the city. Support with accommodation, health and social services  | <ul style="list-style-type: none"> <li>Homeless and / or rough sleeper</li> </ul>  | St Stephen's Hall,<br>Montpelier Place,<br>Brighton, BN1 3BF<br>01273 326844<br><a href="https://www.bht.org.uk/services/first-base-day-centre/">https://www.bht.org.uk/services/first-base-day-centre/</a>   | First Base is an 'open door' day centre which means that anyone can use the service at certain times | ✓       |          | Own charity     |



**Mental Health Services**

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|--|--|---|--|--|----------|--|-------------|
| <p><b>Mental Health Assessment and Treatment Service (ATS)</b><br/>         Mill View Hospital (West Hub)<br/>         East Brighton Community Mental Health Centre (East Hub)</p> | <p>Adult Community Mental Health Service is provided by the Assessment and Treatment Service (ATS), which includes the Specialist Older Adult Mental Health Service (SOAMHS) assessment and treatment. The service provides specialist assessment and a full range of specialist support and treatment to help people maintain their mental health</p> | <ul style="list-style-type: none"> <li>• Age of 18 and over</li> <li>• For people who are experiencing moderate to severe mental health issues</li> </ul> | <p>Ph: 01273 621984<br/>         09:00 - 17:00, M-F<br/>         For routine referrals - assessment within 28 days of receipt of the referral<br/>         GPs should send routine referrals via ERS. Other referrers can email a referral to: <a href="mailto:SPNT.referralats@nhs.net">SPNT.referralats@nhs.net</a></p> <p>For urgent referrals needing assessment within 5 days, the referrer (including GPs) should phone: 0300 304 0095</p> <p>and follow up with an email to: <a href="mailto:SPNT.referralats@nhs.net">SPNT.referralats@nhs.net</a></p> <p>After 5pm urgent referrals can be made by phoning MHRRS: 0300 304 0078</p> | <p>GPs, Wellbeing Service, Social Services, local hospitals and A&amp;E.</p> | <p>✓</p> |  | <p>SPFT</p> |
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|---|--|---|--|---|----------|----------|-------------|
| <b>Mental Health Rapid Response Service (MHRRS)</b> | <p>This is a 24 hour, 365 day a year service for people requiring urgent mental health support. The service offers a rapid response but is not an emergency response. The service is for people who are at significant risk of harming themselves or others; severe risk of self-neglect; severe risk of neglect of dependants; suicidal ideation where there is a specific plan and intention to act, or where there is a risk of impulsive actions that could result in a suicidal act. Staff will provide advice and support including safety planning and signposting within 30 minutes of a call. A face to face assessment will be arranged within 4 hours where clinically appropriate.</p> | <ul style="list-style-type: none"> <li>• Age 18 and over</li> <li>• Currently in Brighton and Hove, although their home and GP may be elsewhere.</li> <li>• Current service user of the Assessment and Treatment Service (ATS) will need to phone the relevant team during office hours for support.</li> <li>• Anyone needing medical attention will need to attend A&amp;E in the first instance</li> <li>• In some cases the team would not assess someone if they have used drugs or alcohol and are intoxicated to the degree that the team would not get an accurate picture of the person's mental health at that time. In this case we would make a safety plan and agree a suitable time for an appointment later.</li> <li>• The only exception is people with dementia.</li> </ul> | <p>Ph: 0300 304 0078<br/>08:00 to 22:00<br/>Weekdays<br/>10:00 to 22:00<br/>Weekends<br/>Overnight the phone line is answered by a designated support worker in the Mental Health Liaison Team. This worker can offer support and advice and arrange assessment with MHRRS the following day if needed or at A&amp;E if the need is more urgent.</p> | <p>Referrals can be made by individuals, friends / family / carer's or other professionals involved in their care including GPs, Police, SECAMB, Fire Service, Housing, Front door for families</p> | <p>✓</p> | <p>✓</p> | <p>SPFT</p> |
| <b>Mental Health Liaison Service (RSCH)</b>         | <p>Adult face to face and telephone support at RSCH for staff only</p>   | <ul style="list-style-type: none"> <li>• ED or inpatient wards</li> <li>• Patients presenting with concerning mental health symptoms</li> </ul>   | <p>Ph: 01273 696955 ext 4248, Bleep 8484 24/7</p>  | <p>RSCH staff</p>   | <p>✓</p> | <p>✓</p> | <p>SPFT</p> |



|  |  |  |  |  |   |   |      |
|--|--|--|--|--|---|---|------|
| <b>Mental Health Liaison Service (PRH)</b>                         | Adult face to face and telephone support at PRH for staff only   | <ul style="list-style-type: none"> <li>ED or inpatient wards</li> <li>Patients presenting with concerning mental health symptoms</li> </ul>  | Ph: 01444 441881<br>09:00-21:00, 7 days per week<br>Out of hours SNP & duty doctor offer cover from Langley Green Hospital:<br>Ph: 01293 590400  | PRH staff  | ✓ | ✓ | SPFT |
| <b>Crisis Resolution and Home Treatment Team (B&amp;H)</b>         | Adult mental health home treatment service. Providing short term intensive treatment as an alternative to or to prevent hospital admission.  | <ul style="list-style-type: none"> <li>18 years and over</li> <li>In mental health crisis and assessed as being treatable in home environment as an alternative or to prevent admission</li> </ul>                                 | Ph: 0300 304 0081<br>08:30-22:00<br>Shift Co-ordinator:<br>07795 335 829<br>Out of Hours contact MHRRS:<br>Ph: 0300 304 0078   | Mental health professionals                                      | ✓ |   | SPFT |
| <b>Crisis Resolution and Home Treatment Team (Eastbourne Team)</b> | Adult mental health home treatment service. Providing short term intensive treatment as an alternative to or to prevent hospital admission. Additional Urgent Care Lounge can be accessed for patients needing urgent out of hours support.  | <ul style="list-style-type: none"> <li>18 years and over</li> <li>In mental health crisis and assessed as being treatable in home environment as an alternative or to prevent admission</li> </ul>                                 | Ph: 01323 438279<br>24/7   | Mental health professionals                                      |   | ✓ | SPFT |
| <b>Paediatric Mental Health Liaison Service (RACH)</b>             | Based at Royal Alexandra Hospital. Provides support to staff at RACH for CYP who attend and/ or admitted to RACH who have mental health needs. The service provides signposting and/ or support to patients within Specialist CAMHS service, within the community, as well as supports timely discharge. | 17 and younger. Able to signpost to other agencies too.<br><br>A risk assessment is carried out within 2 hours of referral by RACH staff (in hours when team operate) and by 10am the next day if CYP attends/ admitted overnight. | Ph: 01273 696955 Ext 2414 (please leave a message as bleep is still on order)<br>Emergencies outside hours call PRH on call Psychiatrist for CAMHS:<br>Ph: 01444 441881<br>Referral pathway accessed via SCFT<br><br>Hours: 9am-8pm Mon –Fri and 10am-6pm Sat, Sun and bank holidays | The service works with staff in ED as well as all wards in RACH. | ✓ | ✓ | SPFT |





**Non-urgent Services**

| Service                                     | Description   | Eligibility  | Referral route and opening hours  | Who can refer  | B&HC CG | HWLH CCG | Provider |
|---|---|--|---|--|---------|----------|----------|
| <b>Hospital Rapid Discharge Team (RSCH)</b> | Admission Avoidance team at the front door of A&E, CDU/SSW and AAU at PRH | <ul style="list-style-type: none"> <li>• Any safeguarding, child protection or self-neglect concerns</li> <li>• Patient is a main carer</li> <li>• Patient is confused</li> <li>• Patient has a learning disability</li> <li>• Chronic decline in cognition prior to admission</li> <li>• Assessed by nursing staff as not at baseline of function or unsafe when mobilising or transferring</li> <li>• Palliative patient</li> <li>• SOB with Respiratory condition or heart failure</li> <li>• Over 75 with Musculoskeletal injury or pain</li> <li>• Over 75 with dislocation or fracture with reduced function</li> <li>• Over 75 with HAP or CAP</li> </ul> | Ph: 01273 696 955 ext 3434<br>Bleep: 8831<br>08:00–18:00, 7 days per week | Front door staff (e.g. A&E, CDU, RAMU) and Social Care | ✓       | ✓        | BSUH     |



| Service                                    | Description  | Eligibility   | Referral route and opening hours  | Who can refer  | B&HC CG | HWLH CCG | Provider |
|--|--|---|---|--|---------|----------|----------|
|  |  | <ul style="list-style-type: none"> <li>Over 75 with UTI</li> <li>Over 75 Mechanical fall</li> <li>Over 75 with long term condition impacting on mobility</li> </ul> |   |  |         |          |          |
| <b>Hospital Rapid Discharge Team (PRH)</b> | Admission Avoidance team at the front door of A&E, CDU and RAMU at PRH | <ul style="list-style-type: none"> <li>18 years and over</li> </ul>   | A&E front door at PRH<br>08:00-20:00, 7 days per week<br><a href="mailto:sc-tr.hrdteam-prh@nhs.net">sc-tr.hrdteam-prh@nhs.net</a><br>Therapist bleep number: 6608 / 6032 (contact via switch)<br>Nurse assessor / Liaison role (In patient rehab assessments)<br>leep number: 6165. | Front door staff (e.g. A&E, CDU, RAMU) and Social Care | ✓       | ✓        | SCFT     |

**Web and phone based**

| Service               | Description  | Referral route and opening hours  |
|-----------------------|--|---|
| <b>Community Base</b> | Community and voluntary sector base for a number of CV organisations   | <a href="http://www.communitybase.org/services">http://www.communitybase.org/services</a>   |
| <b>Carers Hub</b>     | <p>The Carers Hub provides information, advice, support and access to range of dedicated services for unpaid carers within the City – they support Parent Carers, Young Carers, and Adult Carers – anyone who is providing care and support to another adult or child, due to that persons physical or mental health needs.</p> <p>Through the Carers Hub (a partnership of the Carers Centre; Alzheimer’s Society; Crossroads Care; and Adult Social Care Brighton and Hove City Council), carers can access:</p> <ul style="list-style-type: none"> <li>• Information and Advice (phone/email/website/face to face)</li> <li>• Carers Card – discount card for a range of services across the City</li> <li>• Carers Emergency Back Up Plan</li> <li>• Peer Support Groups</li> <li>• Carers Assessments, and potential Carers Personal Budgets, and accessing support through Adult Social Care dedicated Carers Assessment Workers</li> <li>• Dedicated support for carers of people with dementia, or people with life limiting conditions</li> <li>• Young Carers Project – for children and young people under 18 years old who provide care for another child or an adult</li> <li>• Carers Reablement Project – supporting carers with specific goals they wish to achieve</li> <li>• Equipment/Telecare/Assisted technology options to support a carer with their caring role</li> <li>• My Health Matters – free homebased respite for carers, to enable them to attend health related appointments, while the person they care for is being supported</li> </ul> | <p>The Carers Hub Brighton and Hove<br/> <a href="http://www.carershub.co.uk">www.carershub.co.uk</a><br/> <a href="mailto:info@carershub.co.uk">info@carershub.co.uk</a><br/>           01273 977000</p>   |
| <b>Age UK</b>         | Free and confidential information and advice service for older people, their families and carers   | <p>Ph: 01273 720 603<br/>           10:00–16:00<br/> <a href="mailto:info@ageuk-bh.org.uk">info@ageuk-bh.org.uk</a><br/> <a href="http://www.ageuk.org.uk/brightonandhove/our-services/information-advice/">www.ageuk.org.uk/brightonandhove/our-services/information-advice/</a></p> |



| Service   | Description  | Referral route and opening hours   |
|---|--|--|
| <b>East Sussex Community Information Service</b>                        | Database of local and community information  | <a href="http://www.escis.org.uk">www.escis.org.uk</a>   |
| <b>1Space</b>   | Directory of care, support and wellbeing services mainly for adults.   | <a href="https://1space.eastsussex.gov.uk/">https://1space.eastsussex.gov.uk/</a>  |
| <b>Brighton and Hove sexual health and contraception service (SHAC)</b> | A free and confidential specialist service open to everyone regardless of age and sexuality.<br>We offer a mix of appointments and a 'walk-in and wait' service at 3 sites across the city.  | <a href="http://brightonsexualhealth.com/">http://brightonsexualhealth.com/</a>  |
| <b>Pavilions drug and alcohol services</b>                              | Pavilions provides drug & alcohol services for Brighton & Hove. Support is available to anyone concerned about their drug or alcohol use, or for the families & carers supporting those struggling with substance misuse.  | Ph: 01273 731900 or 0800 014 9819<br>09:00-17:00, M-F<br>09:00-19:00, Thurs<br>10:00-13:00, Sat<br>Outside of these hours, a comprehensive voice message will give details of out of hour's services. All new referrals will go through the Richmond House office. Please ring us, or complete the referral form and return it via post, or email below:<br><a href="http://www.pavilions.org.uk/index.php/download_file/view/674/referrals@pavilions.org.uk">http://www.pavilions.org.uk/index.php/download_file/view/674/referrals@pavilions.org.uk</a><br>Pavilions, Richmond House, Richmond Road, Brighton, BN2 3RL |
| <b>Brighton and Hove Healthy Lifestyles Team</b>                        | Providing a single point of access to a wide range of healthy lifestyle services for people living and working in Brighton & Hove. Support that can be that can be accessed via this route includes: <ul style="list-style-type: none"> <li>• Health Trainers</li> <li>• Smoking Cessation Support</li> <li>• Weight Management Support provided by BeeZee Bodies</li> <li>• Increasing Physical Activity (Active for Life and Healthwalks Programmes)</li> <li>• Health Checks</li> <li>• Work Place Wellbeing Checks</li> <li>• Signposting, support and information to access other healthy lifestyle services in the city</li> </ul> | Ph: 01273 294589<br>Email: <a href="mailto:healthylifestyles@brighton-hove.gov.uk">healthylifestyles@brighton-hove.gov.uk</a><br>An online referral form can be found at:<br><a href="https://www.brighton-hove.gov.uk/content/health/your-healthy-lifestyle/make-a-healthy-lifestyles-referral">https://www.brighton-hove.gov.uk/content/health/your-healthy-lifestyle/make-a-healthy-lifestyles-referral</a>   |

