







North Herts Care Homes

Are you concerned about a resident? Service access information

Service	When to contact	How to contact
 Frailty Nurse	<p>Assess residents for frailty and offer a Personalised Care and Support plan which includes Advanced care planning. Also review residents who are generally deteriorating and offer 4 monthly reviews.</p>	<p>Madeleine Kinnar 07494 900609 Annie King 07498 774848 Tanya Catton 07494 899572</p> <p>9am to 5pm, Monday to Friday</p>
	<p>For health advice and interventions from: GP, Palliative care nurse, Mental health nurse, Pharmacist, Dentist</p> <p>Including advice and interventions for falls.</p>	<p>CALL 111 Option 6</p> <p>24 hrs, 7 days a week <i>Ensure you are with your resident when you call</i></p>
 <p>Hospital at Home (Previously Prevention of Admission)</p>	<p>Residential and Nursing Care Homes have access to the Hospital at Home service for same day urgent responses to avoid patients being admitted to hospital, including end of life.</p> <p>Please use this service if you are concerned that a resident may require a hospital admission for an urgent but non-life-threatening condition. This is not for everyday issues; your regular GP will continue to deal with these.</p>	<p>CALL 0300 123 7571 (choose professional line when prompted)</p> <p>24 hrs, 7 days a week For same day urgent visits, the last referral for therapy 16:00, and nursing 18:00</p> <p>Email hct.northhertsspoc1@nhs.net for routine referrals</p>
 <p>End of Life</p>	<p>Provides specialist palliative care advice and support for service users and professionals to help avoid unnecessary or unwanted hospital admissions.</p>	<p>CALL - 01462 416794 Garden House Hospice Advice Line 24 hours a day 7 days a week</p>
 <p>Mental Health</p>	<p>A resident experiencing a mental health problem for the first time or needs urgent help. <i>(If your resident is already using the service contact their case worker directly).</i></p>	<p>CALL 01442 275628 for informal advice Monday to Friday 9am – 5pm CALL 0800 6444 101 for referral for new patient - 24 hours a day 7 days a week Email: hpft.spa@nhs.net for non-urgent enquiries</p>
	<p>For life or limb threatening emergencies only (E.g., Chest Pain, FAST- stroke, Loss of Consciousness)</p>	<p>CALL 999</p> <p>24 hours a day, 7 days a week</p>

Think SBAR to assess the situation and contact the right health service

Situation **B**ackground **A**ssessment **R**ecommendation

To download the full SBAR tool visit- www.hcpa.info/sbar

Please take basic health observations regularly. [ENH Restore 2 escalation process](#)

Email integratedcare@hertfordshire.gov.uk if any changes are required to this document