

For further information about this service contact:

Rapid Response  
The Poynt, Units 2-3  
Poynters Road  
Luton, LU4 0LA

Tel: **0333 405 3000**



## Rapid Response

**Working with Practitioners and Residential Homes to reduce hospital admissions and facilitate early discharge from hospital**

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: [ccs-tr.pals@nhs.net](mailto:ccs-tr.pals@nhs.net).

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.



## Rapid Response

Rapid Response available 7 days a week, 365 days a year, 24 hrs per day.

This service provides acute interventions and monitoring to patients who are acutely ill but medically stable, who have either been seen by a doctor and are well enough to be managed at home or who are in a Residential Home and require nursing assessment and treatment of minor illness / injury and would have previously been referred to their GP or the hospital.

## Admission Avoidance / Early Hospital Discharge

### Where is the service based?

The service is based at:  
The Poynt, Units 2-3  
Poynters Road  
Luton, LU4 0LA

### How do I contact the RR nurses?

A member of the team can be contacted on **0333 405 3000**

### How are patients referred to the team

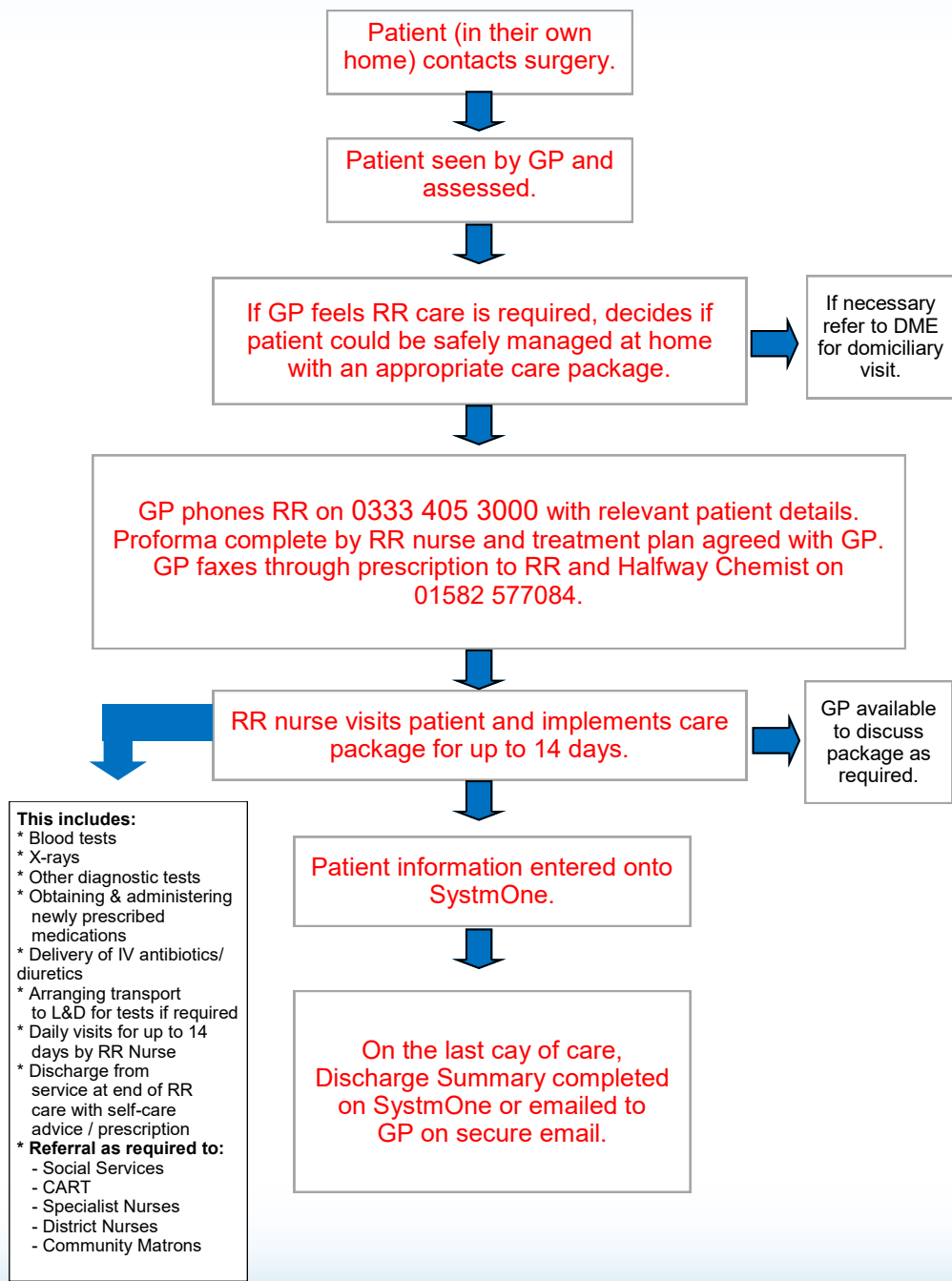
- Call 0333 405 3000 with details and a RR nurse will call you back to discuss treatment plan if there is capacity.

List of conditions	Interventions	Length of Intervention
<b>OTHER</b>		
Multiple sclerosis - relapse	IV Methylprednisolone Monitoring of vital signs	3 days OD Visits
Post-domiciliary visit by Consultant / GP	ECG Blood sampling Obtaining specimen (e.g. MSU) Arrange investigations (e.g. 24hr ECG tape, CXR) Referral to appropriate agency (e.g. Social Services, CMs, CART) Initiation of acute intervention (e.g. IV antibiotics)	1-2 days
Monitoring Visit	Blood sampling Monitoring of vital signs Obtaining specimen (e.g. MSU) Arrange investigations (e.g. 24hr ECG tape, CXR) Referral to appropriate agency (e.g. Social Services, CMs, CART)	

## Examples of types of interventions undertaken:

List of conditions	Interventions	Length of Intervention
<b>CARDIAC</b>		
Management of Heart failure	IV diuretics OD / Oral Antibiotics Monitoring of weight & vital signs Blood sampling	3-5 days OD Visits
<b>INFECTION</b>		
Cellulitis	IV antibiotics QDS Wound Dressing Monitor vital signs Blood sampling	5-14 days QDS Visits / BD visits
Chest Infection	IV antibiotics TDS / Oral Antibiotics +/- Nebulisers Monitor vital signs	3-5 days TDS Visits
Urinary Tract Infection	IV antibiotics QDS / Oral Antibiotics Monitor vital signs	3-5 days OD/BD/QDS Visits
<b>RESPIRATORY</b>		
COPD exacerbation	Oral Antibiotics Nebuliser / inhaler technique Monitoring of vital signs	3-5 days TDS Visits
<b>DIABETES</b>		
Diabetes - unstable	Monitoring of blood glucose Titration of insulin Blood sampling Monitoring of vital signs	3-5 days TDS Visits

## Averting hospital admissions, GP pathway



## Criteria for admission to Rapid Response (RR)

### For patients in their own homes:

- Patient is aged 18 years or older and is under the care of a Luton GP or a hospital Consultant.
- Patient is registered with a Luton GP.
- Patient is clinically stable.
- Without the intervention of the RR patient would require hospital inpatient treatment.
- Patient has a telephone in their home.
- Patient has been seen, assessed, and a diagnosis made by the GP / Hospital Consultant / Registrar.
- Consultant / GP accepts medical responsibility.
- Patient / carer / family consent to the plan of care and are happy to sign the Care Agreement form.
- A safe transfer of care can be arranged following RR guidelines and protocols.

### For patients in Residential Homes:

- Patient resides in a Luton Residential Home for the Elderly.
- A safe transfer of care can be arranged following RR guidelines and protocols.

## Important Patient Information

Rapid Response is an integrated service providing medical, nursing and multi-disciplinary care in the community. This can be provided either by preventing hospital admission or facilitating early discharge from hospital, to home or transfer to an intermediate care bed.

Once a referral is accepted the nursing team will assess the patient and:

### For patients in their own homes

- Deliver prescribed treatment.
- Monitor effectiveness and patient's general condition.
- Refer on to another provider / service depending on clinical need,

or

### For carers / other healthcare professionals / residents in Residential Homes

- Provide telephone advice.
- Assess the resident leading to treatment within the home and advice to the carers.
- Refer on to GP if necessary.
- Refer on to another provider/service depending on clinical need.