

West Essex Urgent and Emergency Care Support and Contact Information

**Cathy Mansfield, Senior Transformation Manager
V1**

Date : 21/03/24

Next Review Date : 30/06/24

Please send any feedback to : cathy.mansfield1@nhs.net

**Working together
for a healthier future**



West Essex Urgent and Emergency Care Support and Contact Information



CCC Vision Statement:

“Working together as the West Essex Health and Care Partnership to improve people’s outcomes and experience by navigating to the right services at the right time, in the right place.”

West Essex Care Coordination Centre (CCC)

0300 123 5433 (Option 2)

08:00 – 21:00, 7 days a week

Services available to support adult residents registered or residing in West Essex

epunft.carecoordinationcentre.west.2023@nhs.net



Tel: 0300 123 5433
7 days per week, 08:00 – 21:00

Services available to support adult residents registered or residing in West Essex epunft.carecoordinationcentre.west.2023@nhs.net

Referrals received within 2 hours of service end time will be triaged, however response for assessment may be deferred to the following day with appropriate advice & guidance given

Urgent Community Response (UCR)

Do you need an ambulance? If in doubt, call the Care Coordination Centre

08:00 – 20:00

OPTION 2 - CCC

Aims to respond in a timely manner to people with an urgent physical or mental health and/or social care need, typically assessing needs and providing an appropriate short term intervention within 2 hours

Example of referrals accepted:

- Urinary tract infection
- Minor head injuries (without loss of consciousness)
- Back pain
- Chest Infections
- Joint and limb pain
- Dizziness
- Vomiting
- Breathlessness
- Mental health deterioration (excluding acute crisis)

West Essex Falls Car – service to support those over 65

08:00 – 20:00

OPTION 2 - CCC

To support people who have had a fall with or without injury or require lifting from the floor care home within 2 hours. Offers:

- A full holistic clinical assessment to check their physical health and mobility
- Checks for potential risk of further falls. Basic equipment will be provided to reduce these risks, as needed.
- Review of any care or health interventions the person is already receiving.
- Further referrals or follow up checks will be made as required

The Virtual/Hospital at Home

08.00 – 20:00

Option 4 – Virtual/Hospital at Home

Including Medical Consultants, Advanced Clinical Practitioners (ACPs), Pharmacists, Nurses, Paramedics, and other specialist services, and provides:

- Remote monitoring and in-person care for up to 2 weeks
- Response to Frailty-related syndromes
- Acute Respiratory Infection
- Heart failure symptoms & diuretic management
- COPD exacerbation
- Response to infectious conditions requiring antibiotic therapy including intravenous

Integrated Community Care

08:00 – 23:00

Option 1- ICCT's

Including Community Nurses, Community Matrons, Physiotherapists, Occupational Therapists, Specialist Dementia Frailty (SDF) Nurses and Therapists to support:

- Wound care management/tissue viability
- Leg ulcer management
- PEG management
- Injections
- Therapy assessments and treatments
- Ensuring all referrals for EOL are prioritised and accurate medication authorisation completed
- Support for dementia patient's behavioural changes



Tel: 0300 123 5433

7 days per week, 08:00 – 21:00

Outside of each services operating hours, please contact the Care Coordination Centre for advice and support

Services available to support adult residents registered in West Essex

epunft.carecoordinationcentre.west.2023@nhs.net

Community Diabetes Specialist Service

01992 938462

Monday - Friday 08:00 – 16:00

epunft.wex.communitydiabetes@nhs.net

- Advice and education for adults with diabetes
- Healthy living •Diabetes treatments
- Initiation of insulin •Blood glucose monitoring and how to use a glucometer

Speech and Language Therapy Service

01992 938462

Monday - Friday 08:00 – 17:00

epunft.AdultSLT@nhs.net

- Difficulties with communication, eating, drinking and swallowing
- Newly identified or as a result of medical conditions, such as stroke, head & neck cancer, Parkinson's disease and dementia

Community Dietician Service

01992 938462

Monday - Friday 0800 - 1600

westessex.dietitians@nhs.net

epunft.carecoordinationcentre.west.2023@nhs.net

- Nutrition Support – please follow the ICB Malnutrition Management Referral Pathway: [care-home-managing-malnutrition-pathway \(icb.nhs.uk\)](http://care-home-managing-malnutrition-pathway(icb.nhs.uk))
- Home Enteral Feeding •Diabetes and pre-Diabetes
- Gastrointestinal

Cardiac Services Heart Failure and Cardiac Rehabilitation Service

01279 621925

Monday - Friday 08:00 – 16:00

epunft.cardiacnurses@nhs.net

- Known diagnosis of heart failure or recent heart attack/cardiac surgery
- Specialist advice and guidance on management of symptoms i.e. breathlessness/leg swelling

Community Neuro Nursing – Parkinson's & Multiple Sclerosis Service

01279 621924

Monday - Friday 08:00 – 16:00

epunft.WestEssexNeuroTeam@nhs.net

Supporting patients with a deterioration in condition

Community Respiratory Service

01279 621924

epunft.respiratorynurse@nhs.net

- Home oxygen •Chronic obstructive pulmonary disease (COPD) •Asthma •Bronchiectasis •Interstitial lung disease (ILD)

**Specialist Palliative Care Services and End
of Life
St Clare Hospice**

01279 773774 or Email: nee.fcs@nhs.net

Monday-Friday 08:00 - 18:00

Saturday, Sunday & Bank Holidays 08:00 -16:00

Specialist Palliative Care advice line: 01279
773773

IPU – Call: 01279 773 777

Grief line – 09:00 – 17:00 Call 01279 945089

Main reception: 01279 773700
(info@stclarehospice.org.uk)

The St Clare First Contact Service is the first point
of contact for new referrals and enquiries

The St Clare Hospice telephone advice line
operates 24 hours a day providing specialised
advice and guidance relating to palliative and
end of life Care

Inpatient Unit (IPU) is open 24 hours a day, 7
days a week In-patient Unit



**West Essex
Health and Care
Partnership**

Community Dental Services

Domiciliary dental support if the patient is
housebound or in a care home.

<https://www.communitydentalservices.co.uk/how-to-refer/>

Essex County Council

<https://www.essex.gov.uk/adult-social-care-and-health/adult-social-care-contacts>

Telephone : 0345 6037630

Textphone : 0345 7585592

Monday – Thursday 08:45 – 17:00

Friday 08:45 – 16:30

Out of hours telephone : 0345 6061212

Email : socialcaredirect@essex.gov.uk

Ault social care and health | Essex County Council

Contact for advice and support relating to:

- Adult Social Care queries
- Safeguarding - reporting a concern about an adult
- Support for carers
- Paying for care and support
- Help to live at home
- Corporate deputyship and appointeeship
- Blue badges
- Community dementia support

Dementia Support Line on 0333 150 3456 *Calls charged
at standard local rate

Monday – Wednesday: 09:00 – 20:00

Thursday – Friday: 09:00 – 17:00

Saturday – Sunday: 10:00 – 16:00