

Updated Pathway as of 01/09/2021

Updates in red text below, the same telephone number can now be used 24/7 - **01282 805 989**

Updated Pathway as of 01/09/2021					
Existing Pathways Available			Additional Pathways Available post 7th May 2021 (V9 26.08.21)		
EMERGENCIES		GP/ Primary Care	FALLS		COMMUNITY SERVICES
Access to Emergency Services in life threatening situations		Access to GP's or Primary Care Services	Access to services in the event of a Fall	More information about the Falls Lifting Service	Direct access to Community Services OR For advice, support or queries
<p>In an emergency situation i.e if a resident has a heart attack or stroke, and the resident is suitable for treatment and escalation to a hospital setting, Dial 999. For all other issues, please use the new pathway into the appropriate service.</p>	OR	<p>8am-6.30pm Monday to Friday: - If you need support from a GP Practice, please contact directly using existing processes - <i>Care Homes can now use the GP bypass no's which have been sent to you</i> If you are unable to reach the Practice and need support - Ring the ICAT Service on Tel: 01282 805 989</p>	<p>1. Resident still on the floor with an injury: a) Serious injury and requires an emergency response- Dial 999. If ambulance cannot respond within a timely manner, contact ICAT who can facilitate a 2 hour response on Tel: 01282 805 989 (8am-10pm, 7 days)</p>	<ul style="list-style-type: none"> • For use where a resident has fallen with no obvious injury • Staff trained in injury assessment/moving and handling • Usual response time under 60 minutes • Average response time under 30 minutes • Resident triaged in line with NWS protocol to ensure safe to lift • Resident lifted using specialist equipment or NWS contacted if not safe to lift • Onward referral to Falls Prevention services to reduce risk of a further fall • For more information about the service email: LDoyle@progressgroup.org.uk 	<p style="text-align: center;">8am-10pm (7 days) Contact ICAT Service Tel: 01282 805 989</p> <p style="text-align: center;">After 10pm (7 days) Contact OOH District Nursing Team Tel: 01282 805 989</p>
		For urgent Out of Hours access to GP's or Primary Care Services	<p>b) Non serious injury: 8am-10pm (7 days) Contact ICAT Service for advice Tel: 01282 805 989</p> <p style="text-align: center;">After 10pm (7 days) Contact OOH District Nursing Team Tel: 01282 805 989</p> <p style="text-align: center;">NB- you must log the fall and you can now do this 24/7 on Tel: 01282 805 989</p>	<p style="text-align: center;">Contact Details for the Falls Lifting Service</p>	If you already have direct access into Community Services and you know which service you require
		6.30pm-8am, Monday to Friday and all weekend:	<p>2. Resident still on floor without an injury:</p> <p style="text-align: center;">Contact the Falls Lifting Service: Tel: 01772 436 783 or 01772 678 944 Available 24/7</p> <p style="text-align: center;">NB- you must log the fall and you can now do this 24/7 on Tel: 01282 805 989</p>	<p style="text-align: center;">Contact Details for the Falls Lifting Service</p>	Contact Details for ICAT Service (8am-10pm, 7 Days per week)
		6.30pm-8am, Monday to Friday and all weekend:	<p>3. No service required- Fall needs to be recorded on the patient's record to meet CQC</p>	<p style="text-align: center;">Telephone No:</p>	Please use your existing pathways/processes to access these services.
		all weekend:	<p style="text-align: center;">You must log the fall and you can now do this 24/7 on Tel: 01282 805 989</p>	<p style="text-align: center;">01772 436 783 or 01772 678 944</p>	If you are not sure or need support:
		all weekend:			8am-10pm (7 days)
		all weekend:			After 10pm (7 days)
		all weekend:			Contact OOH District Nursing Team
		all weekend:			Tel: 01282 805 989
		all weekend:			NHS 111
		all weekend:			NHS 111 is available 24/7
		all weekend:			Where possible, we would prefer Care Homes to access local services first using the services below:
		all weekend:			ICAT Service
		all weekend:			(8am-10pm, 7 days per week)
		all weekend:			OOH District Nursing Team
		all weekend:			(10pm-8am, 7 days per week)
		all weekend:			Tel: 01282 805 989