

Are you concerned about a resident?*

*Please check anticipatory care plan before ringing

Community Rapid Response

Will a hospital admission be prevented by a home visit in the next 2 hours?

A team of Advanced Nurse Practitioners supporting avoidance of unnecessary admission visiting within 2 hours of referral.

Care homes can refer directly by calling

0208 812 5678

Monday to Friday, 8am-6pm

GP

Available on telephone advice during surgery hours, home visits and surgery appointments

- General medical concerns
- Medication concerns
- On-going medical/psychiatric problems

GP Out of Hours

Monday to Friday
6:30pm-8am

Weekends and Bank Holidays
- call **111**

Palliative care

Trinity Hospice 0207 787 1000

Specialist Palliative Care Community Service

Monday to Sunday 9am-5pm
0207 787 1000

Pain and symptom management, emotional support, end of life care and bereavement support.

Out of Hours

Monday to Sunday 5pm-9am for Clinical Nurse Specialist telephone advice
07699 787976

999

24 Hours

- Chest pain
- Choking
- Fitting (new or prolonged)
- Severe breathing problems
- Stroke
- Unconscious
- Severe loss of blood
- Diabetic emergency (Hypoglycemia with other symptoms such as drowsiness, or Hyperglycaemia with increased thirst and urination)
- Head injury - on anticoagulant medication

Community Nursing Community Ward

Community nursing (Residential homes)

Day 8am-4.30pm
Night 5pm-7am

Referral Via **111**

Night nursing for urgent nursing problems that will not wait until the next visit.

Community Ward

Advanced level of clinical assessment, diagnosis and case management to adults with long term conditions.

Community Matrons also offer an advanced level of complex case management.

Referral via **111**

For queries call
020 8812 5678

Monday to Friday 9am-5pm
Assessment within 2 weeks of referral.

Mental Health

Older People Mental Health and Dementia Services

Monday to Friday 9am-5pm
0203 513 6320

Community Mental Health Team (CMHT)

(75+ functional mental health and all ages dementias)

Care Home Behaviour and Communication Support Team (BACS)

Memory Assessment Service (MAS)

Adults under 75 years with functional mental health needs (not dementias)

Monday to Friday 9am-5pm

• Battersea Junction -
0203 513 5852

• Balham, Tooting, Furzedown -
0203 513 6431

• Central Wandsworth / West Battersea - **0203 513 6333**

• Putney and Roehampton -
020 8487 6845

Out of hours Crisis Line

(people with functional mental health needs)

0800 028 8000

If you are unsure who to ring, please call **111 trained advisors (available 24 hours a day, 365 days a year)** who can direct you to the appropriate service, A&E, Out of Hours or Community Nursing. They may book you an appointment directly, transfer you to the people you need to speak to, or if needed, arrange an ambulance. Medical help that is not for a 999 emergency could include: Unwell resident, breathing problems, worsening confusion, worsening pain.