

URGENT COMMUNITY 2 HOUR RESPONSE ('2 hour UCR') – Provided by Hospital at Home

Dear Colleagues,

There is a national requirement for all places to have a 2 Hour Urgent Community Response offer. This has been in place since August 2022 and quite closely matches the work that Hospital at Home have been undertaking for some time.

What is the 2 Hour Urgent Community Response?

Where a clinician has assessed a patient and identified them as needing urgent assessment and treatment within 2 hours for either an acute medical or an acute care need, the service will assess and put in place appropriate management within 2 hours of a referral.

- These cases should be where the clinician believes, following assessment, that an ambulance call out or A+E attendance would likely be the alternative course of action.
- The patient will need to have been **appropriately assessed by a clinician first** (this may often mean assessing the patient in person but if a remote assessment can provide all the relevant information then please feel free to discuss with the team).
- Patients can be **referred via single point of access** and asking for the 2 Hour Community Response, or by phoning directly on **01244 366866, 8am-8pm, 7 days a week**. (Referrals after 6pm may be advice only).
- The service can provide a range of medical/nursing, therapy and care interventions including IV antibiotics and fluids, rapid investigations and if needed, temporary carer support for a patient whilst they recover from an illness or a breakdown of care.

The referrals are for patients over the age of 18 and should be considered where:

- The person is experiencing a crisis which can be defined as a sudden deterioration in their health and wellbeing.
- The crisis may have been caused by a stressor event which has led to an exacerbation of an existing condition or the onset of a new condition or significant deterioration in clinical state or baseline functioning.
- This health or social care need requires urgent treatment or support within two hours and can be safely delivered in the home setting.

The following tables contain the specified inclusion and exclusion criteria from NHSE:

Inclusion	Exclusion
<ul style="list-style-type: none"> • Over 18 years. • Is living in their own home or a residential/care home setting. • Is in a crisis (as defined above) and needs intervention within two hours to stay safely at home/usual place of residence and avoid admission to hospital. • Is living with dementia (best practice is to share responsibility for care with older people’s mental health teams). 	<ul style="list-style-type: none"> • Is acutely unwell or injured, requiring emergency care intervention and an admission into an acute hospital bed. • Is experiencing a mental health crisis and requires referral/assessment by a specialist mental health team.* • Needs acute/complex diagnostics and clinical intervention for patient safety in hospital. <p>*Exclusion applies to people with functional mental health crises and no co-occurring urgent physical needs. In these instances, specialist NHS and adult social care mental health crisis services should respond.</p>

Please do feed back so we can continue to improve and develop as a service. Many thanks.
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