

Do you help look after someone who is unable to care for themselves?

If so, the 2-hour Urgent Community Response (UCR) service is here to help you!

How can the UCR team support you?



If you help look after someone, either for a friend or family member, who could not manage without your support due to illness, disability, or a mental health problem, the UCR team may be able to support and help keep the person at home in a crisis.

The UCR team can keep the person you care for safe at home. They can respond within 2 hours of their health deteriorating, or if their emergency plans breakdown. This is achieved with the support of GPs, geriatricians, social care, advance nurses, therapists and other specialists. The team can carry out assessments, order tests and equipment, diagnose, and prescribe. This service can support in preventing the person you care for being admitted to hospital.

What situation is suitable for referral to the UCR team?



Carer breakdown

It is important to have an emergency plan in place, in case you become unwell and are unable to support the person you care for. The UCR team will be able to help if this plan does not work and the person is likely to be admitted to hospital.

If you think the cared for person could be admitted to hospital unless they are seen within two hours

For example: if they have had a fall but you cannot see any obvious injury; if they need urgent catheter care; if they need urgent support for their diabetes; if there is a sudden deterioration in their frailty or mobility; or if they have become increasingly confused.

How to contact the UCR team



Call 111 or Speak with your regular healthcare worker or GP practice for guidance.

Find out more:

www.england.nhs.uk/community-health-services/community-crisis-response-services/