

### Who can use the service?

Adults aged 18 and over who live in the Borough of Redcar and Cleveland areas.

### Who is excluded?

People living at home, who have potential social care needs but are not at immediate risk of inappropriate admission.

### How long does the Rapid Response Service last?

Up to a maximum of 7 days

### Is there a charge for the service?

No, the service is free of charge.

### Contact

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# Rapid Response Service

this is Redcar & Cleveland





# Rapid Response Service

## What does this service do?

It is to meet the personal care needs of a person who has a crisis/emergency/trauma for whom admission to an inappropriate facility i.e. hospital or Care Home would be the only other alternative at that moment in time.

Support hospital discharge of individuals who have previously not had a package of care and are medically fit for discharge. If the package of care cannot be restarted immediately then the rapid response will provide the interim support to ensure a timely discharge.

## What kind of support will be provided?

Support with vital personal care e.g. using the toilet, accessing food and drink, maintaining basic hygiene, mobility/transferring and administering medication.

The service will also link closely with the Rapid Response Nursing & Therapy teams to ensure the most appropriate workers are involved.

## Who is the service available to?

- An adult who has no-one capable of helping them with these tasks and/or
- An adult who has no current care package in place to meet these needs

## And find themselves in any of the following circumstances:

- In A&E or AAU and do not require admitting to hospital for acute medical or nursing care
- Are medically fit to be discharged from hospital and require support at home but do not have an existing care package.
- Experiencing an acute crisis and do not require admitting to a Care Home for overnight care
- Diagnosed with an acute illness by their GP and do not require admitting to hospital for acute medical or nursing care
- Their sole carer has been taken suddenly ill or admitted to hospital in an emergency.