

North Cumbria ICC fact sheet

Rapid response

Rapid response describes the initial support from health and social care teams to help people with deteriorating health to avoid a hospital stay or support to help patients return home from hospital sooner. It will be coordinated by the hub and provided within two hours of the referral.

Who is involved?

Urgent referrals will come from **GPs, North West Ambulance Service (NWAS), Adult Social Care**, or other **health and care professionals**.

The referral will be received by the administration team in the **coordination hub**.

The **lead practitioner of the day** will then allocate a member of the team as a **case navigator** to carry out an initial assessment and arrange appropriate support.

Health and care teams will then support the individual to remain in their own home.

The hubs will ensure **GPs** are aware of, and involved in, the response.

How will rapid response work?

Health and social care professionals will provide rapid response support when a person's health is deteriorating or their care is compromised, such as a chronic condition flare-up or carer breakdown, to prevent further deterioration.

Staff will be trained to undertake a standardised initial assessment in line with the 'Trusted Assessor' model.

Following the initial rapid response the patient will be referred to reablement services (targeted, short term support to help people regain their independence) if necessary.

In addition, our ICC teams will also support people leaving hospital, either to get them home sooner with additional support or to assess their ongoing needs under the Discharge to Assess (D2A) model.

Operating hours

This short term support will last up to 72 hours and will operate seven days a week, 08.00 to 20.00.

Further details

Please view the Standard Operating Procedure (SOP) for operational details.