



2-hour Urgent Community Response (UCR)

Do you know there are teams of advanced clinicians in your community who can respond within two hours if someone's health or wellbeing suddenly deteriorates at home?

This can avoid the need for an ambulance and prevent hospital admission.

Do you know your UCR team?



Nurses and therapists can carry out assessments, order tests, diagnose, prescribe and order equipment within two hours of referral. They usually work 8am-8pm, 7 days a week.

The UCR team can keep the patient safe at home with the support of GPs, geriatricians, social care and other specialists

What conditions are suitable for referral to your UCR team?



If you think the patient could be admitted to hospital unless they are seen within two hours, call your UCR team.

Here's a list of the most probable scenarios:

- Fall with no apparent serious injury
- Decompensation of frailty
- Reduced function/deconditioning/reduced mobility
- Palliative/end of life care crisis support (where core services not available)
- Confusion/delirium
- Urgent catheter care
- Urgent support for diabetes
- Unpaid carer breakdown which if not resolved will result in a health care crisis
- Urgent equipment provision

How can you make a referral?



UCR teams have been rolled out across the country. There will be one in your area, improving patient experiences and outcomes.

Check for local UCR services on the Directory of Service, PaCCS, MiDoS and NHS Service Finder or call 0161 770 6771

Find out more:

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