

Are you concerned about a resident?*

Please check Anticipatory Management Plan (Advance Care Plan or End of Life Plan) before making a call.

* Check DNAR status

111	Practice Based Frailty Teams	GP	Community Nursing	Hospice Services	Mental Health	Community pharmacy	999
24 hours	Mon-Fri 8.30am-5.30pm	Mon-Fri 8.30am-6.00pm	24 hours	24 hours	Mon-Fri 9am-5pm Crisis Team 24 hours		24 hours
<p>If you need medical help or advice that is not a 999 emergency, which could include:</p> <ul style="list-style-type: none"> Resident not appearing to be usual self Breathing problems Worsening confusion and/or signs of infection Worsening pain Falls with no signs of obvious sign of broken bones <p>Also call 111 for advice if:</p> <ul style="list-style-type: none"> you think your resident needs to go to A&E but are not sure you don't know who to call you need health information or reassurance about what to do next 	<p>For residents who are on the GP practice frailty register</p> <p>Call the resident's GP practice and ask to speak to the Frailty Team who can help with:</p> <ul style="list-style-type: none"> providing rapid response to a crisis urgent advice, treatment and signposting to most appropriate services to prevent unnecessary A&E attendance & hospital admission 	<p>Contact your relevant GP practice for telephone advice, home visits and surgery appointments for:</p> <ul style="list-style-type: none"> General medical concerns Treatment of urgent medical needs Swallowing difficulties Ongoing medical or psychiatric problems Help to manage long term conditions <p>Call 111:</p> <ul style="list-style-type: none"> Mon-Fri 6.00pm-8.30am Weekends Bank holidays <p>To request an Out of Hours GP and for access to GP Out of Hours Service</p>	<p>Urgent nursing problems that will not wait until the next planned visit including:</p> <ul style="list-style-type: none"> wound care continence and catheter issues skin integrity Palliative and End of Life Care <p>Call the Contact Centre on 01653 609609</p>	<p>Saint Catherine's services</p> <p>For urgent advice when GP surgery shut: Pal Call-01723 354506</p> <p>Hospice Nurse Out of Hours Helpline for:</p> <ul style="list-style-type: none"> advice and support in life limiting illness Can liaise with Out of Hours GP, District Nurse or Hospice at Home (for patients in Scarborough / Filey areas) Residents can be registered at: www.saintcatherines.org.uk/professionals/referral-forms <p>Care Homes Support Team (for advice on palliative and end of life care) Call 01723 351421 (Mon-Sun 9-5pm)</p> <p>Hospice at Home (Scarborough, Filey area only) Call 01723 356062 for 24-hour advice on end of life care, with focus on care in last days of life and symptom management crisis</p>	<p>Crisis Team (18-65) 24 Hours urgent support 01723 384645</p> <p>Assesses people presenting with acute mental health problems who pose significant risks to themselves or others. GP referral is required or call 111 Out of Hours</p> <p>Community Mental Health Team (18-65) 01723 355095</p> <p>For residents known to mental health services where there is a significant change in mental health presentation. The team can also offer Psychiatric medication advice.</p> <p>Community Mental Health Team (over 65) 01723 384600</p> <p>For residents known to mental health services where there are significant behaviour changes. The team also provides Psychiatric medication advice and in some cases, initial dementia diagnosis.</p> <p>Telephone advice can be sought; for assessment a GP referral is required</p>	<p>Contact for advice on:</p> <ul style="list-style-type: none"> prescribed and non-prescribed medication side effects minor ailments medicine adherence including missed/refused doses medication administration options for those diagnosed with swallowing difficulties <p>Check with your pharmacy for regular opening hours</p> <p>Remember some pharmacies are also open longer hours and can also offer advice if your regular pharmacy is closed</p>	<p>Call 999 in a medical emergency – when it is an obvious life threatening situation, such as when there is:</p> <ul style="list-style-type: none"> loss of consciousness severe chest pain or suspected heart attack choking fits (new or prolonged) severe breathing problems severe loss of blood serious accident suspected or obvious broken bones severe burns or scalds stroke serious head injury Diabetic emergency (Hypoglycaemia with other symptoms such as drowsiness or Hyperglycaemia with increased thirst & urination)

