

Stories help describe what services do. Every-day and ordinary, or life changing and extraordinary?

**Mohammed and his mother- their story**

**Name of service:** Urgent Community Response

**Main purpose of service:** The service is an alliance of different organisations working together to support people across Kirklees. These organisations are Locala, Curo Health, Kirklees Council and Local Care Direct. They work in partnership with the West Yorkshire Integrated Care Board. The team who deliver the service and have direct contact with the public are a mix of Advance Clinical Practitioners, Nurses, Therapists and Social Care



Responders. They are supported by office- based staff, both clinical and non- clinical. The service responds within 2 hours to patients in crisis, with the aim of avoiding the need for an ambulance, attending A&E or hospital admission. Medical reviews by the Advanced Clinical Practitioners, short term nursing and therapy care and social input by social care responders, ensure that patients and their families are supported safely at home.

**Introducing Mohammed and his mother:** Mohammed and his family have recently benefited from a referral to the Urgent Community Response Service. Mohammed takes up his story, **“My mother is 96 years old and my wife looks after her. My wife has depression and has black outs. But she was managing to care for my mother, taking care of our family, doing the housework. But then, after three nights of not sleeping, my wife collapsed. It was too much for her.”** Mohammed explains, **“I made the phone call in the morning to Gate Way to Care, and I was asked how urgent it was. I told them everything about what was happening at home, and they told me we would be visited that afternoon. That was surprising! I expected something in the next few days, maybe longer!”** Sana, a Senior Nurse from Urgent Community Response arrived at the family’s home within two hours of Mohammed’s mother being referred.

**Relief:** Mohammed describes what happened next. **“Sana said, ‘I’ll take it from here!’ She took over! She organised a bed that could go up and down, she said we needed a toilet with wheels, she checked the shower and said that was OK. We live in a bungalow, so that helps.”** Mohammed continues, **“Sana told my wife, ‘When the carers come, you don’t have to worry about it!’ She organised carers four times a day and sorted the equipment. The same evening, a man came with the equipment. We all thought, blimey this is so quick! And then the next morning, the carer came!”** The quick and thorough response was a huge relief. **“When you hear about the NHS and so on, you hear this and that about them not bothering, but they are bothered! We hadn’t experienced anything like this before, but since that day, we have all been over- joyed! Over the moon!”**

**Holistic:** Sana’s assessment considered all needs for Mohammed’s mother – physical, emotional, social and spiritual wellbeing – including checking her mobility and advising on pressure care. Referrals were made to address nutritional and continence needs.

**Review:** Mohammed explains how Sana visited his mother again to review how things were going. **“My mother had started to get pain in her arm – this was later confirmed to be due to arthritis – and Sana said it would be good for her to see a physio. We thought she would have to get another team involved, and there would be a wait, but no, the next day a physio came!”**

**Care:** The service has helped the family think to the future and organise a long-term plan for Mohammed’s mother, so that she will continue to receive care visits. Mohammed reflects on his family’s approach to health and caring for each other. **“We’ve been brought up to only ask for help in an emergency, so we have been brought up to do it ourselves. But it came to a point...”** He says, **“A lot of weight was taken off our shoulders.”**

Mohammed spoke with Joanne Vaughan from Locala’s Engagement Team on 22 February 2023 and gives full consent to share their family’s story.