

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

Susan's 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 Advanced 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 Susan: Susan has recently benefitted from a referral to the Urgent Community Response (UCR) Service because of pain in her lower back and side. Having had a previous stroke, Susan receives input from a neuro physiotherapist. Susan also has a heart problem and osteoporosis, in addition to semi paralysed limbs from the stroke. She likes to carry out her daily exercise routine and uses a 'quad' stick to help with her mobility. Susan lives alone and has carers twice a day. She has no car, so relies on taxis to go out. Susan is an active trustee at her local community library which she visits twice a week. The library hosts activity clubs, community groups and has a café where people can meet, have a chat and drink.

Intervention: Susan was referred to UCR by her GP. She was initially contacted by Aliya from Local Care Direct (LCD) who gathered information from Susan as to her current medical status. She was advised the visit would be within 2 hours. A courtesy call was then made to Susan from LCD to advise that her assessor would be a bit longer than expected and would be with her within 3 hours.

Susan was visited and assessed by Advanced Clinical Practitioner Becky, who carried out a full holistic assessment. Susan says, **"She was very good and very thorough, she is a 'Thinking Person' – sent to deal with a person with a health issue but looked around to see what else was needed."**

Becky arranged for a follow up visit to provide some chair raisers. Occupational Therapist - Sophie visited Susan and these were fitted. Susan was very happy as she is now able to independently transfer on and off her chair. She says, **"Sophie was great and made a difference."**

Sophie contacted Susan a few days later, to ensure all was ok and arranged for a second pair of chair raisers to be fitted to another chair. These were fitted by 'Medequip' and Susan says, **"He was very professional and knew his job."**

What Does Susan Think of the UCR Service?

"Having a professional who knows what they are doing and having a team available to support them is very good. They are 'Reflective Practitioners' – they think about what they are doing and what else can be done."

"Having the option to phone back within 28 days if anything else arises is great. I am very impressed all round with the service."

Susan spoke with Debbie Roebuck from Locala's UCR team on 20/9/23 and gives full consent to share her story.