

Teletriage Service

Our Teletriage service consists of a small team of Senior Nurses covering 8am – 8pm 7 days a week. Teletriage Clinicians are now working alongside our Urgent Community Response Team (UCR) and will provide a mixture of remote and face to face assessment as part of our offer in delivering enhanced care in care homes. Please be aware the Teletriage does not replace or alter your residents access to their registered GP for care provision or GP OOH's

Over recent months the demand for our Teletriage service has increased substantially, due to the resources we have we need to review the referrals from Care Home's to enable us to deliver appropriate care and advice as part of the enhanced care in care home offer.

You can contact our service on 514-2222 option 2, option 3: your referral will be triaged within 2 hours with advice and/or clinical assessment within 2 hours.

Teletriage Service

Referrals to Teletriage are now linked with the 2-hour UCR criteria and the service is aimed at urgent, admission avoidance support and intervention. Teletriage are happy to support your resident in the following situations:

The 2-hour UCR service ensures people are supported in the following situations

Fall

When there is no serious injury or fracture, or loss of consciousness.

Increased frailty

Sudden loss of mobility or independence due to an event, such as infection.

Reduced function or mobility

Sudden or gradual change in being able to cope with daily living.

End-of-life crisis support

(consider Community Nursing first)

When core services are not available to offer symptom control or pain relief.

Urgent equipment provision

When equipment is needed to support function and keep the person safe.

Confusion or delirium

Increased or new confusion including worsening of dementia.

Urgent catheter care

(Please refer to Community Nursing In the first Instance)

Blocked catheter or pain from catheter related issue.

Urgent diabetes care

When at risk of hospital admission or for blood sugar management concern.

Unpaid carer breakdown

Which if not resolved, results in health care crisis for person being cared for.

Teletriage

Referrals falling outside the criteria for Teletriage:

- Repeat medications: please contact the residents registered GP Mon-Fri 8am-6pm and GP OOHs Mon-Fri 6pm to 8am and weekends from Fri 6pm to Monday 8am
- Verification of death: please contact the residents registered GP or GP OOHs for this service
- Coughs, colds and symptoms that are not an acute illness that do not require a 2-hour response, again please contact the patient's own GP
- If your resident requires a referral to Community Nursing for example if needing, wound care, palliative care, insulin and catheter care please call 514 222 option 1 and the call handlers will take the referral details and forward to the appropriate team who will contact you.
- Where your resident does not have an EHCP and you are concerned their condition is deteriorating please call 999 immediately