



# INTEGRATED ALTERNATIVES TO ADMISSION SERVICE

**Livewell Southwest**

*We support people to lead independent, healthy lives*

# Integrated Admission Avoidance Service – Our Current Offer

At risk of  
hospital  
admission  
and at  
home

## Urgent Community Response

- 08.00-20.00hrs
- 7 days per week

### Referrals

- Plymouth: 01752 437777 (option 6)
- SHWD: 01752 434908

At risk of  
hospital  
admission  
and  
attending  
UHP

## Integrated Alternatives to Admission Service

- 08.00-19.00hrs M-F
- 08.00-16.30 weekends
- 7 days per week
- Professional referrals via Gateway hub at UHP
- Proactive pull from Emergency Department, same day emergency care and short stay areas

Requiring  
Intravenous  
Therapy or  
out of  
hours  
Nursing

## Urgent Care Nursing Service

- 24/7
- Referrals
- 8am to 7pm
- 7 days per week
- 01752 435567

# Admission and Attendance Avoidance

## Urgent Community Response (2 hr/non 2hr)

- Interprofessional teams
- Professional responder role
- Acute response practitioner role developed locally
- Links to Devon care coordination hub
- Part of Gateway development at UHP
- Compliant with current 2hr UCR specification for people who are at risk of hospital admission due to a crisis, and they are likely to attend hospital within the next two to 24 hours without intervention
- 2hr and non 2hr (within 24hrs requirements)

## Urgent Care Nursing

- Providing specialist nursing services such as IV fluids / medications, clinical investigations and monitoring for patients within community setting across Plymouth SHWD.
- Out of hours district nursing service supporting admission avoidance
- Support admission avoidance and early discharge
- Work with UHP colleagues to provide treatments and monitoring for people onboarded to the acute virtual ward. UHP onboard and hold clinical responsibility.
- Working with UHP colleagues via One Plan IV workstream to expand IV pathways

## Integrated Admission Avoidance Service

- Made up of occupational therapists and physiotherapists from the Emergency Care Therapy Team (UHP) and the ASC worker from the community crisis response team (LSW)
- Working as an integrated team to prevent admission and provide care closer to home

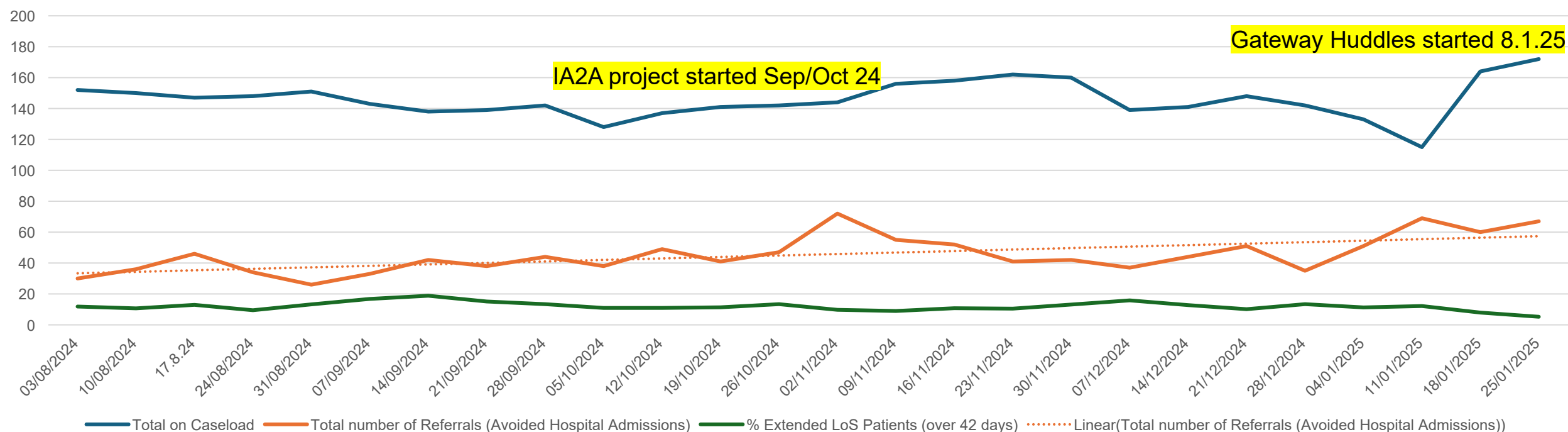
# Interdependencies

- Gateway hub
- Acute GPs
- Point of Care Testing
- Acute virtual ward
- Community frailty virtual ward
- Primary care
- Community services
- X-ray car
- South Western Ambulance
- Same Day Emergency Care
- Acute Frailty Unit
- Emergency Department



# Plymouth Community Crisis Response Team (CCRT) Activity

CCRT - Referrals, Caseload and ELoS



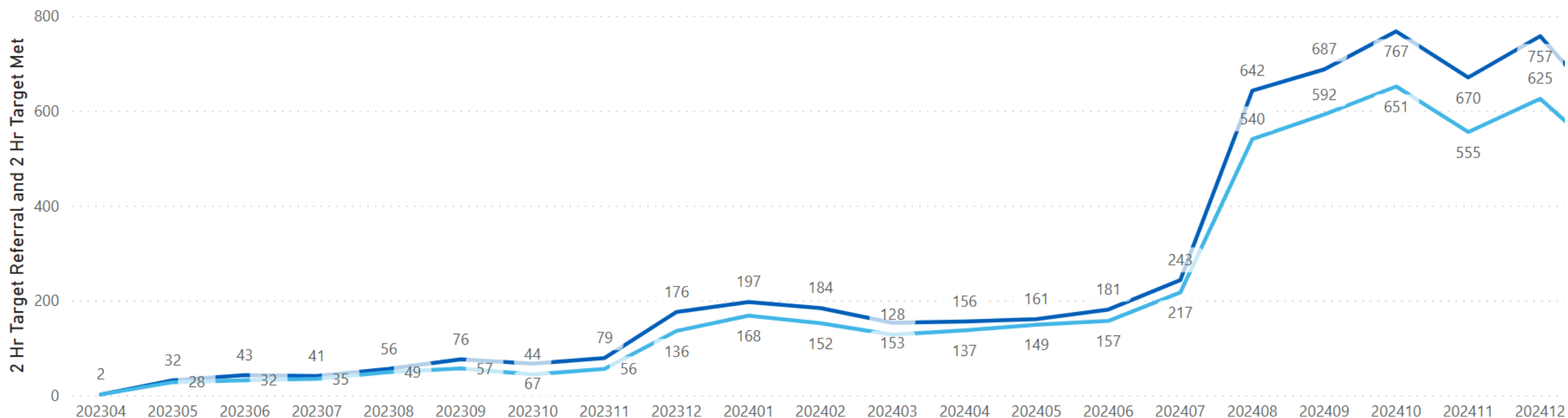
As of 28.1.25 the caseload is at 187. We have seen growth in referrals since starting the Integrated Alternatives to Admissions Service and Gateway hub huddles. The team capacity is set up to manage around 120 on caseload, we will need to review D+C in line with the growth in referrals.

# Urgent Community Response Activity - Growing our Service

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NO. OF 2 HR UCR REFERRALS

● 2 Hr Target Referral ● 2 Hr Target Met

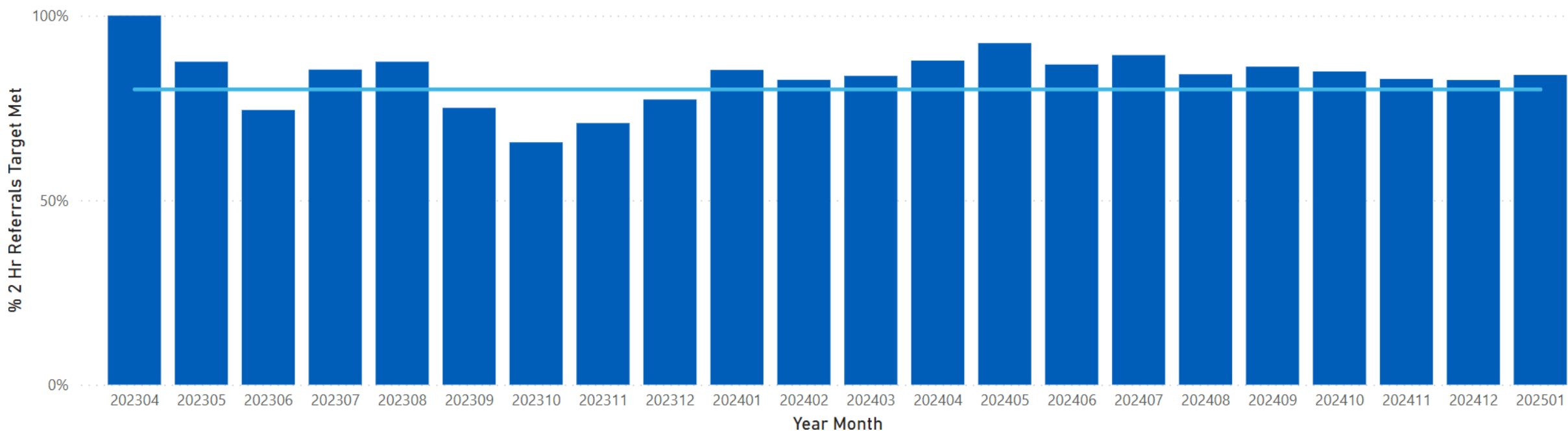


# Urgent Community Response (UCR) 2hr target

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% 2 HR REFERRALS MEETING 2 HR TARGET

■ % 2 Hr Referrals Target Met ● Target







## Feedback from people who use our services

I was pleased to be cared for in my own home and [name removed] was kind and competent.

Can't give high enough praise. Heart felt thanks for everything you did. Absolutely outstanding. [name removed] was on the phone all the way along helping with everything from the beginning it was brilliant, absolutely outstanding.

The ARP was brilliant when she came into assess my husband and arranged admission into St James Lodge really quickly. The CCW was very helpful as well. The staff at St James Lodge were lovely.  
[name removed] was the physiotherapist involved.

All the staff were and are very professional but maintain a personal touch. Any questions were answered clearly and precisely. On occasion they found out answers and came back. All in all a brilliant service.

I think this is an amazing service. Treating people at home is the best thing ever and it free up much needed space in hospital.

Nurses very friendly and helpful went out of her way to call the Virtual Ward with a question I had.



**Livewell**  
Southwest

[www.livewellsouthwest.co.uk](http://www.livewellsouthwest.co.uk)

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