Trafford Community Enhanced Care
Service and referral information for GPs and healthcare professionals

This is an update to a previous briefing issued in May 2014. It includes the criteria for referrals into the Trafford Community Enhanced Care (CEC) Service, including the neighbourhood teams and the 24 hour urgent response team.

Community Enhanced Care
Trafford CEC aims to prevent avoidable hospital attendance or admission by providing an alternative for patients who are experiencing medical, health or social care crises.

The service includes matrons who are both advanced practitioners and non-medical prescribers. They can: triage; assess; make a differential diagnosis; initiate investigations; commence a treatment plan including prescribing, where appropriate; provide a nursing care plan; and evaluate the outcome of care and modify treatment as required.

There is a range of nursing and therapy staff working within the CEC, including those from: rapid response; community matrons; I.V therapy; dementia specialist nursing; occupational and physiotherapy (including chest physio); medicines management; social care support for personal care, light meals and drinks, and overnight sitting; and rehabilitation beds.

There are two parts to the service:

- Neighbourhood teams to provide ongoing management for patients with a long term condition, conditions associated with ageing or patients with complex needs requiring holistic assessment.
- Urgent response team for patients at risk of hospital admission without intervention.

Neighbourhood Teams
There are four neighbourhood teams based at: Broomfield Lane clinic, Hale, for the south; Conway Road Medical Centre, Sale, for the central area; The Delamere Centre, Stretford for the north; and Partington Health Centre, Partington, for the west area.

The service is for non-urgent, medically stable patients and operates between 8am and 4pm, Monday to Friday. New referrals will be triaged within three working days and seen within ten working days.
Essential criteria for treatment from the neighbourhood teams:

Patients must:

- Be registered with a Trafford GP
- Be over 18 years of age
- Have had two or more A&E attendances, unplanned hospital admissions or contacts with the urgent care element of the CEC, in the last 12 months

Plus three additional criteria from the following list:

- Hospital stay of more than four weeks in the last year
- Polypharmacy (four or more medications)
- High intensity social care package
- Active long term disease
- Recent bereavement
- Risk of deteriorating health
- Two or more falls in the last six months

Exclusion criteria:

- Requests for a visit for a problem which is not related to the above criteria
- Patients who are presenting with an acute mental health problem
- Patients who are unwilling to comply with a management plan
- Patients who are unable to comply with a management plan even with assistance

Patients who are receiving care from community matrons, but also require care outside of normal working hours will then be signposted to the urgent response team.

Urgent response

The urgent response aspect of the CEC service is 24 hours, with a senior nurse on shift throughout.

Essential criteria for an urgent response:

- Patient must be over the age of 18
- Patient must be registered with a Trafford GP
- Patient must be at risk of hospital admission

Plus one additional criteria

- If the patient is previously unknown to the service and requires an urgent response, they must have been reviewed by a referring clinician in the preceding 12 hours and be considered to be medically stable and able to remain in the home environment with assessed intensive nursing and social care support.
Exclusion criteria:

- Patients who are presenting with an acute mental health problem
- Patients with drug and alcohol misuse as the presenting condition
- Patients with an obstetric and/or gynaecological conditions

All referrals into the team will be clinically triaged to ensure suitability for the service and urgency of response.

The nurse triaging the call will expect to speak to the referring clinician who will be asked to provide: demographic details, access and personal safety concerns, GP details, reason for referral, diagnosis, resume of medical history and medication.

Intensive support can be provided for up to 72 hours, during which, the patient’s needs will be evaluated and they will be referred on as appropriate.

If, during initial or ongoing assessment, the patient is deemed to be medically unstable they may be referred back to the referrer or transferred to hospital.

The patient’s GP will be notified of the outcome of the service intervention within 72 hours of the episode of care, detailing the summary of care and future management plan.

To refer to any of the above services, please ring the Single Point of Access (SPoA) on 0300 323 0303. GPs and other healthcare professionals can then select Option 9.

A quick reference referral guide is included below.
Trafford Community Enhanced Care Referral Information for GPs and healthcare professionals

- Telephone: **0300 323 0303**
- Choose Option 9
- Speak to the Clinical Triage Nurse who will triage the referral either into the urgent response team of the appropriate neighbourhood team.

- Provide demographic details:
  - Access information
  - Any personal safety concerns
  - GP
  - Reason for Referral
  - Known Diagnoses
  - Resume of Medical History
  - Current Medication

- Receive agreement to accept referral

- Proposed actions and response time

- Summary of care provided and outcome at 72 hours will be sent to GP