



**Cumberland
Council**

A10 Admission Urgent On Call

Residential Services, Extra Care Housing, Support at Home.

cumberland.gov.uk

Policy

This policy sets out the process for urgent on call admissions into services.

Residential Services

<p>Phone call received from the Urgent Care Team requiring about an urgent bed.</p>	<p>During the initial phone call, gather as much detail as possible, including IAS Number (where applicable) and the care and support needs.</p>	<p>Cumberland Care person on call will identify potential beds available and whether the home are able to admit to the bed (taking staffing levels and other factors into account).</p>	<p>If more information is required before a decision can be made, contact family / friends / advocate for more details of care and support required.</p>	<p>Make a decision on whether a bed can be provided in a timely manner (ideally within 1 hour).</p>	<p>If placement is agreed, for urgent / emergency admissions out of hours only, a Care Act assessment or capacity assessment are not required prior to admission. These will be provided (if required) on the next working day by ASC.</p>
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Extra Care Housing Service

<p>Phone call received from the Urgent Care Team regarding an urgent bed required or hospital regarding discharge.</p>	<p>During the initial phone call, gather as much detail as possible, including IAS Number (where applicable) and the care and support needs.</p>	<p>The flat can only be used by people over 55, with capacity, who are able to live independently between calls. There are 4 care calls across the day of 30 minutes each available if needed, further care must be arranged on top of this if needed before admission.</p>	<p>Cumberland Care person on call will identify if a bed is available by contacting the supervisor on call for ECH available between 9:00am and 10:00pm on 03003035898. In discussion with the supervisor to decide if this setting and service is right for the person needing accommodation or support. The flat is only open to admission within these times.</p>	<p>If more information is required before a decision can be made, contact family / friends / advocate for more details of care and support required.</p>	<p>If placement is agreed, for urgent / emergency admissions out of hours only, a Care Act assessment or capacity assessment are not required prior to admission. These will be provided (if required) on the next working day by ASC.</p>
<p>Where possible, the individual must bring all available medication with them when admitted.</p>	<p>All medication should be in individual boxes, clearly labelled with dispensing instructions.</p>	<p>Admission time must be agreed with the Extra Care Housing Team.</p>			

Support At Home Service

<p>Please note – there is currently NO availability of Overnight Services.</p>	<p>Initial phone call received from the Urgent Care Team regarding availability of calls.</p>	<p>During the initial phone call, gather as much detail as possible, including the IAS Number, care and support needs, any risks identified.</p>	<p>CBF operates from 7:00am until 11:00pm, however the latest support slot would be 09:30pm for some teams, 9:00pm for others.</p>	<p>Cumberland Care person on call will identify availability of calls and confirm with the relevant person whether the calls are available.</p>	<p>A decision on whether calls can be provided must be made in a timely manner (ideally within 1 hour).</p>
<p>For out of hours only, if calls are agreed for urgent / emergency service, a Care Act Assessment of capacity assessment are not required prior to calls being set up. These will be provided (if required) on the next working day by ASC.</p>	<p>Medication – Information needs to be provided regarding level of support that would be required.</p>				