What do the Coventry Out of Hospital (OoH) services do?

The Coventry OoH services are a range of nursing and therapy services that are provided outside of hospital in the person’s usual place of residence or in a clinic setting. All referrals go through the:

**Integrated Single Point of Access (iSPA)**

0300 200 0011

The iSPA operates between 8am-8pm, 7 days a week. Outside of these hours, the community night nurse team can be contacted on mobile number 07836 505097.

The iSPA accepts referrals from all health and social care professionals i.e. GPs, UHCW, social workers, WMAS paramedics and care homes.

**Urgent Response**

The iSPA provides robust clinical triage by senior clinicians (nurses or therapists) to ensure the right interventions and support are defined for the patient at the point of triage. This will include ensuring nurses or therapists are deployed to assess a patient as soon as clinically indicated whether to support a timely hospital discharge, prevent hospital admission or responding to a clinical deterioration in a patient’s condition.

The sorts of issues that require an urgent response include:

- Falls assessment (from WMAS paramedics) sometimes known as UPCA
- Blocked catheters
- End of life patients who need pain relief
- Cellulitis
- Infection (e.g. urinary tract, upper respiratory, etc.)
- Deteriorating wounds

For **urgent reablement**, therapists will provide an urgent assessment, start a therapy programme and/or arrange equipment. The sorts of equipment that can be sourced by nurses or therapists include hospital beds, pressure relieving mattresses or cushions, commodes and mobility aids. The team can also provide short term packages of care to support individuals to undertake daily living tasks, for example getting dressed in the morning or preparing meals. This is to support people in the short term who suddenly need help and who are at risk of being admitted to hospital.
The Community Team

Care Navigators

Responsible for signposting and facilitating referrals to co-ordinate patient flow across the care pathways for Out of Hospital services. They work collaboratively with the Place Based Teams and other agencies to facilitate the most appropriate interventions to meet the patient’s needs.

Community Nurses

Visit people who are unable to leave their homes and who require nursing input for health problems such as wound care, complications of long term conditions, medication administration, continence care and end of life care.

Continence Nurses

Provide clinics to assess adults with bladder and bowel incontinence. They promote continence and management options to patients to maximise quality of life.

Occupational Therapists

Assess an individual’s ability to manage personal and domestic activities of daily living and support individuals to enable them to live as safely and independently as possible within their own home environment.

Parkinson’s Disease Nurses

Provide a specialist service to improve the quality of life and clinical outcomes for patients with Parkinson’s Disease.

Phlebotomists

Provide a service for people unable to leave their own homes requiring domiciliary venepuncture as requested by their GP or the Warfarin Clinic.

Physiotherapists

Provide specialist assessment, treatment and rehabilitation for a wide variety of conditions including neurological, respiratory, musculoskeletal problems, mobility and falls. The Falls Service is delivered at Newfield House. They also provide therapy, alongside the Occupational Therapists to patients who have been discharged from hospital to the 26 ‘discharge to assess’ beds in Coventry.

Speech and Language Therapists

Work with adults who may have one or more of the following difficulties: producing speech and using speech; stammering/stuttering; understanding and using language; voice problems e.g. a hoarse or croaky voice; swallowing food and/or drinks and/or medications. Treatment is provided in the patient’s usual place of residence (own home or care or nursing home) and in the City of Coventry Health Centre.

Tissue Viability Nurses

Provide specialist wound care and management advice for patients with complex wounds. Patients can be seen in their own homes and in wound clinics which operate in various locations within the city. The team also provide preventative education and training to carers, staff and patients.