When should I call?

You can ring the team for help and advice 24 hours a day:

- If your condition generally deteriorates - some examples may be: falling, difficulties getting out and about, not feeling so well or not managing
- If you or your carer are worried and need advice

When you telephone the team you will speak to a health care professional who will ask some questions about your condition and will then arrange for a team member to visit you if necessary.

How do I contact the team?

The team can be contacted directly at any time of the day or night, every day of the year.

Anyone can contact the team including:

- Patients
- Carers or relatives
- Nurses
- GP's
- North East Ambulance Service
- Social Services

In some cases you may need to be admitted to hospital if your condition requires it. Sometimes it may be necessary for you to have a short stay in a care home for some extra support. If this is necessary, the team will discuss this fully with you and help make the necessary arrangements.

The 24/7 Rapid Response Team, Sunderland
Telephone: 07818 421 576

NHS South of Tyne and Wear (serving Gateshead Primary Care Trust, South Tyneside Primary Care Trust and Sunderland Teaching Primary Care Trust) is committed to raising the standard of written information for patients, their carers, people who use the NHS and the general public.

This information can be made available in another format or language on request. For further copies of this leaflet please contact tel: 0191 283 1438

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What is the 24/7 Rapid Response Team?
We provide services to patients at home as well as in nursing and residential care homes to help you recover from illness or injury and to provide support so that you don’t need to be admitted to hospital unnecessarily. This may include therapy at home and assessment of complex health and social care needs.

We can respond quickly to calls to provide assessments and treatments for existing chronic illness such as chest problems and arthritic pain affecting your mobility.

We can also assess and plan care for new situations and conditions for example, if you or your carer can’t manage or when you have a one-off illness or condition.

If you have been admitted to hospital, we can provide support for you when you get home and this may allow you to leave hospital sooner.

We provide out of hours support to District Nursing patients between the hours of 5pm and 8.30am

We can visit you if you are aged over 16 years and registered with a GP in Sunderland.

Who is in our team?
- Nurses
- Physiotherapists
- Social Worker
- Care support staff

All of whom have a range of skills to be able to support you at home.

We are also able to refer to other services such as Occupational Therapists and other Health and Social Care professionals.

What does our team provide?

We can offer and arrange a rapid assessment of your needs to support you during an illness or crisis. Our team will visit you to identify what problems you are having and who needs to be involved.

- Our staff will make a full assessment of your condition and examine you. They will ask you what problems you have and if you have experienced these problems before. The nurse may need to listen to your chest, check your temperature and blood pressure and take a blood test
- Our physiotherapists may work with you to help you regain function as quickly as possible
- Our support staff can help you with some of your daily activities such as washing and dressing while you recover
- We can refer you to other organisations we work with who provide longer term care such as Social Services and the District Nursing Teams

Our team will plan your care with you and arrange how often they need to visit you and we will work closely with people who may already be helping you.

If you agree to treatment at home from the team you will be asked to sign a consent form. Our team will talk to you about this and make sure you are happy with the care and treatment suggested.