

## How long will the Rapid Response Service help me at home?

The Rapid Response Service is an intensive service that lasts for no more than three days.

After that time, if you still need support, we will make sure that services such as social care, District Nurses or local charities look after you and make sure you are safe and well at home.

## Who do I call if I have any questions?

If you (or a family member or the person looking after you) have any questions, you can call the patient line on 01749 836706 between 9am and 9pm.

Outside of these hours you can call 111 and say you are being seen by the Rapid Response Team.

If you are worried that you are getting more unwell, you should phone 111.

In an emergency, you should call 999.

## Service contact details

**Rapid Response Patient Line:**  
**01749 836706**  
**between 9am and 9pm.**

This leaflet is available in other formats, including easy read summary versions and other languages upon request. If this would be helpful to you, please speak to a member of staff.

Date Issued: 1 October 2018  
Review Date: 1 October 2019  
Impact Assessed:  
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Version: 1.0

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## Rapid Response Service DRAFT v5



Working with you  
to keep you safe and well at home.

## What is the Rapid Response Service?

The Rapid Response Service aims to keep you at home, instead of being admitted to hospital.

We will do this by working with you to keep you safe and well at home.

## Why is it better for me to stay at home?

Patients who are admitted to hospital often lose their independence very quickly. This makes it harder for them to get home again and get back to doing the things they enjoy.

Patients in hospital can lose their strength rapidly – even within a few days. This is known as ‘loss of muscle mass’. It can be very hard to build up strength again after a hospital admission. This makes it less likely that a patient will be able to return home quickly.

Staying at home means you can keep your independence.

In hospital patients miss the things they enjoy in life: their family, friends, pets and daily routine – as well as their usual food and drink.

Looking after people at home means they can keep their daily routine and continue to look after themselves.

## How does the Rapid Response Service work?

The Rapid Response Service visits you at home to see whether you can be looked after at home instead of being admitted to hospital. The service aims to put support in place so that you can stay at home.

Our team of experienced Healthcare Support Workers, overseen by a Clinical supervisor, will help provide this help and support.

They will work with you to develop a ‘care plan’ which will support you with the things you need. This might include help with looking after yourself such as

washing, dressing, going to the toilet or getting about your house.

We can also help you get support from local charities who provide help and support in the local community.

If you need medicines such as pain relief or antibiotics, your GP will prescribe these as normal but we will make sure that you are able to get them.

## How will you know what I need?

In order to make sure that you have all you need, the service works with lots of other services, including your doctor, the ambulance service, NHS 111, social care and local charities.

We will do an assessment of your needs. This will involve asking you questions and working with other teams.

If someone is already looking after you at home, such as your spouse or a family member, we will involve them in finding the best way to support you both.