

**Joined Up Care**  
Derbyshire

# Team Up Derbyshire



# The Vision

- Create one team across health and social care who see **all housebound patients** in a neighbourhood
- **One team to do it all** - urgent, planned or anticipatory. If someone is housebound and needs a service, this team will deliver it
- It is not new or 'add on' but a **teaming up** of existing services



# What will change?

The **current state** of first line urgent response:

- Largely ambulance or general practice
- Single clinician – feel unsupported or that they are alone in problem-solving
- Time pressured – leading to quick, easy and safe decisions – not necessarily the ‘right’ decision
- Make safe – can be time consuming and uncertain in the home setting, resulting in reliance on hospitals as a ‘place of safety’



## John

Is 89 and lives alone since his wife died 4 years ago, John nursed her through a long illness. He plays Bowls on a Wednesday afternoon and visits the pub on a Friday evening. He gets occasional gout.

Gout is transient, usually affects one joint at a time and is excruciatingly painful. There are good treatments that usually resolve the pain within a couple of days. There are also good preventative treatments that need to be started at a different time.

This morning John awoke with a gout attack in his left ankle, when he got up for a wee, he found he couldn't stand and is stuck on the floor by his bed.

Who should he ring?





## John rings his GP

Who arranges for a visit after morning surgery.

John manages to crawl to the toilet and back to bed.

When the doctor comes at 2pm John puts on a brave face, the GP agrees John has gout and prescribes Colchicine which the pharmacy delivers at 4:30pm.

At 6pm John tries to get to the toilet again, gets stuck, is incontinent and calls 999.

The ambulance arrives at 8pm, options are limited so they take him to hospital...



John rings 111

Because he is on the floor they arrange an ambulance.

The ambulance crew help him up and try to contact his GP, but after 1 hour have had no call back

They take him to hospital as a place of safety and to obtain an assessment....



## In hospital

John's gout settles in a couple of days, but by that time he has caught a chest infection.

This takes a week to clear, by which time he is unsteady on his legs and needs a package of care.

After 10 days John goes home, he has lost his confidence and is very anxious about leaving the house.

He becomes depressed and misses his follow up appointment with his GP.

Preventative medication isn't started and John falls again 2 months later.

He never plays bowls again.

With Team UP!

John rings 999, 111 or his GP surgery all are able to link to Team Up!

His call is triaged, and the team paramedic arrives at 9:30am

The paramedic:

- Helps John to the toilet and back to bed, talks to him and examines his ankle.
- Discusses with the team GP to confirm it is gout
- Arranges for a prescription to be delivered – it arrives at 11am
- Discusses with the rapid social care team who arrange 2 visits that day and the following
- Arranges for the team therapist to bring crutches so that John can get himself to the toilet and chair.



With Team UP!

The following day,

- The paramedic rings to see how John is, he is on the mend but still can't weight bear, the support he is getting means he is managing.

The day after,

- John's is better, so the morning carer cancels the following visits and leaves a contact number in case of deterioration. He lets the paramedic know through 'Teams' chat.
- The Team Up! GP and the paramedic both talk to John on a video conference call, they talk about prevention and follow up, and arrange a blood test and follow up appointment with his own GP.
- The paramedic learns a lot about Gout.

John goes to the pub the following night, tells the story of his horrible week and how amazing the NHS is. He is particularly grateful to Karnesh the carer who was so thoughtful.

He only drinks sparkling water!

