

# Urgent Community Response Service video transcript

0:00:00.720,0:00:06.320

We are the urgent community response service also known as UCR.

0:00:06.320,0:00:12.000

Our goal is to prevent unplanned visits to hospital by treating and supporting

0:00:12.000,0:00:17.360

you in your home or care home if you suddenly feel unwell and need help.

0:00:17.360,0:00:23.040

We are a multi-disciplinary team that include nurses, paramedic practitioners,

0:00:23.040,0:00:28.160

physios, and occupational therapists.

Reasons for needing our help can include a sudden

0:00:28.160,0:00:35.040

decline in mobility or strength, urgent equipment or support needs, unpaid care or breakdown and

0:00:35.040,0:00:41.120

management of symptoms during end of life care.

We will work with you to create a support plan and

0:00:41.120,0:00:47.680

discuss whether to discharge you or refer you to our virtual frailty ward for ongoing treatment. We

0:00:47.680,0:00:53.760

may also connect you with other health and social care services if you need ongoing support. If you

0:00:53.760,0:00:59.840

live in a care home, we will work closely with the staff to support you. You must be aged 18 or over

0:00:59.840,0:01:05.920

and registered with a GP in Berkshire to access UCR and you will need to be referred by a GP.

0:01:05.920,0:01:11.040

We currently do not accept self-referrals. While you're using our service, you will

0:01:11.040,0:01:16.000

still be under the care of your GP and we will keep them informed. You can find more

0:01:16.000,0:01:22.160

information about the urgent community response service and what we offer on our web page.