

West Lothian Community Single Point of Contact (SPoC)

Your practice is taking part in a new SPoC service in West Lothian.

Please note that referrers will only need to call one number – SPoC and H@H will work closely together to ensure all necessary referrals are coordinated appropriately. Where other services are required in addition to H@H, H@H will pass on the referral to SPoC but retain responsibility for the patient's medical care.

If you are in any doubt as to which pathway to follow for your patient, please be assured that the SPoC Lead/REACT co-ordinators will be very happy to discuss.

SPoC

Monday – Friday – 8am-8pm (last referral 6pm); Sat- Sun – 8:30am-4:30pm (last referral 3pm)

01506 523124

The SPoC will take referrals for people who need urgent access to community health and/or social care teams(s) to continue to be safely managed at home. The person must meet the access criteria set out below for the referral to be accepted:

Referral Criteria

- Resident of West Lothian
- Adult 18+
- Patient/Guardian/Carer consent obtained

Exclusion Criteria

Where the primary symptom/concern relates to an acute mental health problem (with the exception of acute cognitive impairment due to dementia which requires social support), the person should not be referred to SPoC.

Where a person requires advice, assessment and/or intervention from Hospital at Home, please follow usual H@H referral pathways.

Examples of teams which can be accessed in an urgent capacity via a SPoC referral:

- Crisis Care
- Reablement
- REACT AHP/D2A
- Home Safety
- Falls Assessor
- Equipment Stores
- Community Pharmacy
- Urgent Social Work advice and referrals
- Community OT
- District Nurse (in and out of hours)
- Older People Community Mental Health Team (see exclusion above)
- Secondary referrals to third sector organisations

Hospital at Home

Monday – Friday – 8am-8pm (last referral 6pm); Sat- Sun – 8am-6pm (last referral 3pm)

Urgent: 07811710633 / 01506 523173 / 01506 524149

Non-urgent: SCI gateway for daily triage by a Geriatrician

Hospital @ Home delivers acute care in a community setting and is led by a medical team. If a H@H referral is needed, please contact the team via the usual pathways.

The H@H referral and exclusion criteria is as follows:

Referral Criteria

H@H can take referrals for people who are **acutely unwell and who require medical or nursing intervention to prevent a hospital admission**. This may include short-term anti-biotics, short term-oxygen, and short-term nebulizers. The person must meet the following inclusion criteria:

- Resident of West Lothian
- Patient and family agree to referral
- Safe for assessment at clinic or at home

Exclusion Criteria

- Acute chest pain
- Acute stroke
- Surgical problems
- Low GCS <9
- Shock
- Suspected fracture
- Any patients who would be better managed by another specialist service