



# West Lothian Community **SINGLE POINT OF CONTACT**

"Always thinking Home First"

 01506 284486

## **Weekdays**

8am-8pm, last referral 6pm

## **Weekends and Public Holidays**

8.30am-4.30pm, last referral 3pm

## **WHAT IS SPOC?**

SPOC takes prof-to-prof referrals for people who require access to rapid **urgent** assessments and support by health, social care and wider community teams.

An experienced SPOC Lead will use their advanced decision-making skills to navigate the person to the most appropriate teams to develop a plan. Plans will be developed within 2-4 hours and communicated back to the referring professional in a timely manner.



## **SPOC ACCESS CRITERIA**



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

## **SPOC EXCLUSION CRITERIA**



- Acute chest pain
- Acute stroke
- Surgical problems
- Shock
- Suspected fracture
- Low GCS <9 (does not apply for end of life/palliative care)
- Acute mental health issues (with the exception of cognitive impairment due to dementia)



**H@H can take referrals for people who are acutely unwell and who require medical or nursing intervention to prevent a hospital admission. If a H@H referral is needed, please contact the team via the usual pathways call 01506 524149.**



To find out more about SPOC please scan the QR code or visit <https://westlothianhscp.org.uk/article/75160/West-Lothian-Home-First>