Rapid Response Service

About the service

The rapid response service can provide care for you in your own home when you are experiencing deterioration in your health or there has been an unexpected breakdown in your care arrangements. This will prevent you going into hospital or a care home unnecessarily. This service is available for you if you have no other people to support you at a time of crisis.

This is a short-term service for up to ten days. Care can be provided up to four times a day and overnight if required. During this time your needs and abilities are continually assessed and support is reduced as your level of independence increases. Should you require any longer-term care, a further social care assessment will be undertaken with your consent.

Who will provide the care?

Your care needs will be assessed by a member of the health or social care community team. This could be a nurse, therapist or social care worker.

Your care will be provided by skilled rapid response support workers employed by Northern Devon Healthcare NHS Trust or by care staff provided by local agencies.

We are able to help you with your health and personal care needs, including daily living tasks such as washing and dressing. The rapid response service is free of charge, but if you need services after this you might need to pay towards the cost of them.

Care is coordinated by our Rapid Intervention Centre to make sure that the appropriate professionals are involved in your care as quickly and seamlessly as possible. Although every effort will be made to accommodate individual needs unfortunately we are unable to provide you with timed visits.

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.
Who can refer?

Rapid response referrals are welcome from:

• GPs
• GP out-of-hours service
• Health and social care professionals / services
• Ambulance crews

We are sorry but we do not accept direct referrals from the public.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

‘Care Opinion’ comments forms are on all wards or online at www.careopinion.org.uk.

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