NHS
Torbay and South Devon
NHS Foundation Trust

# PATIENTS WITH FRAILTY REQUIRING MEDICAL CARE

## NEWTON ABBOT ISU

| | |
|---|---|
|  **Think frailty!** | The risks and benefits of any intervention or treatment will be different in the context of a frail patient- **Identifying frailty is key**<br>Think about frailty in your patients who attend frequently, or present acutely with:<br>Falls<br>Sudden Change in mobility<br>New or worsening delirium<br>New or worsening incontinence<br>Susceptibility to medication side effects<br>Use the Rockwood frailty score as a quick and easy identification tool<br>You can use the Clinical Frailty Score app to calculate this quickly when with a patient |
|  **Patient needs acute help at home** | If patient medically safe to be at home but needs support or clinical monitoring<br>Refer via Single Point of Access for **Intermediate Care/Community Matron/Social Care**<br>**0300 500 4042**<br>Email patient summary and reason for referral to<br>**tsdft.nahealthandwellbeingteam@nhs.net** |
|  **Clinical advice needed** | Frailty guidance and resources available on the formulary<br>Unsure if admission or urgent investigations needed?<br>Phone the **Healthcare of Older People (HOP) Consultant Advice Line Mon- Fri 9-5pm**<br>**07900 343 439** |
|  **Frequent attender or at risk of admission** | Frequent attender to GP surgery/urgent care or recent admissions due to frailty<br>Escalating attendances or complex presentation<br>Refer for clinical advice from HOP team either via **07900 343 439,**<br>**tsdft.hop@nhs.net** or E-referral which will be reviewed within 3 days.<br>Any appointment offered will be **within 7 days** via telephone, video or face-to-face |
|  **Living in a Care Home** | All care home residents have a weekly clinician home round and MDT access as part of the **Enhanced Health in Care Homes** Network DES within Primary Care Networks.<br>Refer to the **MDT** for non-urgent complex care, medical review or medication advice:<br>Newton West PCN: **carehomemdt.newtonwestpcn@nhs.net** (MDT Thurs 1pm)<br>Templer PCN: **templer.carehomemdt@nhs.net** (MDT Thurs 2pm) |
|  **Advance Care Planning** | Consider capacity, next of kin and Power of Attorney<br>Your PCN's Care Coordinators may be able to help with personalised care plans<br>Complete a Treatment Escalation Plan (TEP) form if appropriate |
|  **Information Sharing** | **Code** the Rockwood Score in patient's medical record<br>Inform SWASFT and DDOC of any advance care plans via Special Notes and by coding TEP and Advance Care Plan in the electronic Shared Care Record |
|  **Hospital Admission** | If clinically indicated, consistent with patient's wishes and above options not feasible<br>Admit to hospital via the Medical Receiving Unit (MRU) **01803 654 030**<br>Email summary with frailty score and ACP to **tsdft.edadmin@nhs.net** |