

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Referrals to Knowsley First Response Team (formerly known as KURT) – Also Known as Knowsley Access Team		Doc. No.	OP115
Scope	Operational Directorate	Clinical Directorate		
Purpose	Access for patients who reside in Knowsley and are registered with a Knowsley practice who require social care, emergency respite care and hospital diversion.			
Guidelines	Out-of-hours cover for residents of Knowsley who require social care, hospital diversion or emergency respite care. The team do not provide any medical intervention. For patients who live outside of Knowsley but are registered with a doctor in Knowsley this service is unavailable to them. Support will have to be provided from the out-of-hour's service in the area that they reside. There are a number of reasons patients may need support including: • Disability, learning difficulty • Hearing or visual impairments • Respite care or caring for an adult • Difficulties in managing at home • Family difficulties • Help or alcohol abuse For patients with mental health issues contact: Mental Health Team on 0151 478 7520 (email: mentalhealthsocialworker@knowsley.gov.uk) For patients with Drug and/or Alcohol abuse should be referred back to their own GP to complete a referral to CGL (Change,Grow,Live) Rehabilitation. Patient coming out of rehabilitation when ready can be referred to First Response Team.			
PROCEDURE			RESPONSIBILITY	
1	The First Response Team are based at Municipal Building in Huyton. The service is for patients who reside in Knowsley, are registered with a Knowsley practice and who require social care, hospital diversion or emergency respite care.		First Response Team	
	Patients must meet 2 out of 3 criteria from the Care Act			
	1. Difficulty washing and dressing independently 2. Unable to make a meal independently 3. Unable to take medication independently			

2	Monday to Friday inclusive 09:00 hrs up to 17:00 hrs the team can be contacted via an operator on 0151 443 2600.	Primary Care 24 Clinician / Senior Operational Personnel
3	After 17:00 Monday to Friday or at weekends or Bank Holidays, use the same number (0151 443 2600), which will either divert to the appropriate Emergency Duty Team or access a message detailing instructions on who to contact and how.	Primary Care 24 Clinician / Senior Operational Personnel

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Title	Referrals to Knowsley First Response Team (formerly known as KURT) – Also Known as Knowsley Access Team			Doc. No.	OP115
Version		V6			
Supersedes		All previous versions			
Approving Managers/Committee		Head of Integrated Urgent Care			
Date Ratified		May 2011 (original)			
Department of Originator		Out-of-Hours			
Responsible Executive Director		Executive Director of Service Delivery			
Responsible Manager/Support		Head of Integrated Urgent Care			
Date Issued		May 2011 (original)			
Next Review Date		August 2022			
Target Audience		Out-of-Hours and In-Hours Personnel			
Version	Date	Control Reason		Accountable Person for this Version	
V1 – V4	May 2011 – July 2014	Reviewed and amended as required		Multiple	
V5	June 2017	Reviewed and updated		Head of Service	
V6	August 2019	Reviewed and updated		Service Manager	
Reference documents		Electronic Locations		Locations for Hard Copies	
		Primary Care 24 Intranet / Corporate Policies/ Current SOPS/		Standard Operating Procedures File in the Call Centre.	
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