

STANDARD OPERATING PROCEDURE DOCUMENT (SOP)

Title	Intermediate Care Appleby Court Visiting procedure	Doc. No.	PCS011
Scope	Clinical Directorate		
Purpose	To ensure correct process for home visits to Appleby Court.		
GUIDELINES	<p>Knowsley Intermediate Care service is split between two sites.</p> <p>The main base for Intermediate Care is St Bartholomew's Court nursing home in Huyton. Appleby court is situated in Kirkby and has six Intermediate Care beds.</p> <p>The number of patients situated at Appleby court can fluctuate so is essential that they are contacted, at least by telephone, each day.</p>		
PROCEDURE		RESPONSIBILITY	
1	Blank FP10's must be picked up from Nutgrove villa as Appleby Court do not have their own prescription pads.	Urgent Care 24 Clinician	
2	Appleby Court will have the phone numbers and rota of the clinicians on duty that day.	Appleby Court Staff	
3	The staff at Appleby Court may contact the duty clinician on shift in the morning to request a visit that day.	Appleby Court Staff	
4	If Appleby Court has not contacted the duty clinician by the afternoon then they should either call Appleby Court or visit to see if any patients need reviewing or outstanding jobs completing.	Appleby Court Staff / Urgent Care 24 Clinician	

5	If after a telephone call, there are no patients to review or outstanding jobs then the duty clinician does not need to visit that day.	Urgent Care 24 Clinician
6	If a visit is required for Appleby Court then they should visit when convenient via their own transport. Mileage can be claimed for the travel between each site.	Urgent Care 24 Clinician
7	Any patients should then be reviewed. Prescriptions and Discharge Summaries etc. should also be completed.	Urgent Care 24 Clinician
8	If the GP is contacted when on a standby shift, they may triage the call and decide whether it is clinically appropriate to visit, or may be referred to be completed the following day.	Appleby Court Staff / Urgent Care 24 Clinician

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Title	Intermediate Care Appleby Court Visiting procedure		Doc. No.	PCS011
Version	V1			
Supersedes	New			
Approving Managers/Committee	Head of Primary & Community Services			
Date Ratified	03.05.2017			
Department of Originator	Primary & Community Services			
Responsible Executive Director	Director of Service Delivery			
Responsible Manager/Support	Head of Primary & Community Services			
Date Issued	03.05.2017			
Next Review Date	03.05.2020 (or when there is a change in procedure)			
Target Audience	Intermediate Care Service			
Version	Date	Control Reason	Accountable Person for this Version	
1	03.05.2017	New	Clinical Lead, Primary & Community Services	
Reference documents		Electronic Locations	Locations for Hard Copies	
		Urgent Care 24 Intranet	Standard Operating Procedures File in the Call Centre	
<p>Document Status: This is a controlled document. Whilst this document may be printed, the electronic version maintained on the UC24 Intranet is the controlled copy. Any printed copies of the document are not controlled.</p>				