

Integrated Rapid Response Service (IRRS)



Happier | Healthier | Hopeful

Short-term interventions to prevent hospital admission, facilitate hospital discharge and aid recovery towards independence

Integrated Rapid Response Service (IRRS) is a multidisciplinary service which offers a range of short-term interventions. We offer assessment, planning and treatment to:

- facilitate safe and timely discharge from hospital
- support you in an acute deterioration of a chronic condition or acute medical need to prevent hospital admission, this may include domiciliary intravenous antibiotics
- help you remain safely at home and avoid hospital wherever possible
- help you to review and plan your longer-term needs – this may involve considering long term residential care

Who are we?

The team brings together the skills and experience of different health professionals, including:

- nurses
- occupational therapists
- physiotherapist
- social worker
- assistant practitioner
- therapy assistants

Where?

We may visit you in your own home, or ask you to attend one of our rehabilitation units. We will discuss and advise on the best option for you



What happens?

- We come to see you
- We assess what your difficulties are and identify your needs
- We discuss with you if we can help – and what we would need you to do

If we both agree to work together (and this is important) we will:

- Identify what is most important to you (goals) and how this can be achieved
- Agree the length of time we will be involved
- Agree whether you have the service at home or in a unit
- Regularly monitor your progress and make adjustments to meet any changes to your needs

During this time:

- You will have visits from our staff to support you in what you are trying to achieve
- You will remain under the care of your GP, who will be kept informed of our input

By the end of our intervention:

- We will jointly agree what longer term support, if any, you may need
- We will aim to have a seamless transfer of care to an appropriate service, if required

All staff will wear ID badges

Smoking

To protect our staff from second-hand smoke, we ask patients and other people not to smoke while staff are visiting.

Pets

Please keep any pets under control while we visit and if possible in another room.

Washing facilities

If possible, staff should have access to warm running water, liquid soap and paper towels at each home visit. Staff may also use their own gel to disinfect their hands.

Contact us

South Lakes Integrated Rapid Response Team
1st Floor, Barclays House, Murley Moss Business Estate,
Oxenholme Road
Kendal
LA9 7RL
Telephone 01539 718107

Barrow-in-Furness Furness Integrated Rapid Response Team
Furness General Hospital
102 Dalton Lane
Barrow-in-Furness
LA14 4LG
01229 404477

Dignity and respect

We treat all our patients, their relatives and friends, with dignity and respect, so that you feel in control, valued, confident, comfortable and able to make decisions about your care and treatment. We ask you to treat us in the same way. The Trust has a 'zero tolerance policy' to violence, threats, abuse or harassment of staff. It will not be tolerated

Confidentiality

'The Trust's vision is to keep your information safe in our hands.'

We promise to use your information fairly and legally, and in-line with local and national policies. You have a right to understand how your information is used and you can request a copy of the information we hold about you at any time.

For further information contact the Information Governance Team on 01228 608998 or email Information.Governance@cumbria.nhs.uk

Feedback

We appreciate and encourage feedback, which helps us to improve our services. If you have any comments, compliments or complaints to make about your care, please contact the Patient Experience Team.

Email: PET@cumbria.nhs.uk Tel: 01228 602128 Freephone: 0800 633 5547

If you would like this factsheet in another language or format, for example Braille, large print or audio, please call: **01228 603890**

E: communications.helpdesk@cumbria.nhs.uk

Or write to Engagement and Communications
Voreda House | Portland Place | Penrith | CA11 7QQ



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