

## Your Community Rapid Response Team

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Community Matron  
(Advanced Nurse Practitioner)

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Occupational Therapist

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Social Worker

## Confidentiality

Use of personal data is protected by the Data Protection Act 1998. For information about accessing your health records contact Information Governance on (Tel) 020 7685 5954.

## Comments, compliments, complaints

We welcome your views on our service. Please contact the Patient Support Service:

Patient Support Service  
Camden Primary Care Trust  
Freepost RRCA-BXHE-HUSR  
London NW1 0PE

Tel: 020 3317 3003  
Minicom: 020 3317 2890  
Fax: 020 3317 2880  
E-mail: [pss@camdenpct.nhs.uk](mailto:pss@camdenpct.nhs.uk)

Please contact the PSS if you would like this leaflet in large print, Braille, audiotape or in another language.

[www.camdenproviderservices.nhs.uk](http://www.camdenproviderservices.nhs.uk)

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## Camden REACH Community Rapid Response



## Information for service users

Tel: 0845 900 0684

## About the service

The REACH Rapid Response Service offers a same-day service to assess your individual health, care and functional needs.

We provide short and long term care support at home. Our support helps you remain in your home and potentially avoid unnecessary hospital admission.

We work closely with other services and teams in Camden and can make referrals to these services where appropriate.

## Accessing the service

You can access the service if you are referred by your GP or other health professional and you meet both the following criteria:

- you are a Camden resident aged 18 or older
- you are in immediate need of assessment and intervention at home, or in a nursing/residential care home, to prevent an unnecessary hospital admission.

You will not be eligible if your primary needs are for:

- social care services
- mental health services
- a life-threatening condition requiring hospital care.

## What we offer

Once we receive a referral for you, we will contact your GP for further information. We will also contact you on the same day to arrange a visit to your home.

Your health needs will be assessed and, if necessary, a medical review will be completed by our Community Matron.

Carelink Community Health Support Workers may provide you with support at home for ten days. If required, a social worker can also assess your social care needs.

Our Occupational Therapist can also assess your immediate need for support equipment and recommend adjustments to your home to improve your safety.

If you require ongoing therapy or support we will refer you to the community REACH team or other services.

## Contact the Service

REACH Office  
2nd Floor South Wing  
St Pancras Hospital  
4 St Pancras Way  
London  
NW1 0PE

Tel: 0845 900 0684  
Fax: 020 3317 3270

