**Are you concerned about a resident?**

*Please check Anticipatory Management Plan before ringing*

### Community Prevention of Admission (CPAT)
- **Mon-Fri 8am – 7pm**
  - 020 8251 0152
- **Sat-Sun 10am – 6pm**
  - 020 8251 0152
- Infections, including urinary tract
- Worsening long term condition
- Functional deteriorations
- Breathing problems
- Diarrhoea and vomiting
- Minor injuries (sprains, cuts, minor burns) resulting in further deterioration
- Concerns regards diabetes management
- Uncontrollable pain

### Community Nursing
- **Day**
  - 8am-5pm
  - 0845 567 2000
- **Night**
  - 5pm - 7am
  - 0208 254 8488
- Urgent nursing problems that will not wait until the next planned visit, including minor injuries, wound care and urinary catheter issues

### Palliative Care
- **St Raphael’s Hospice**
  - 020 8099 7777
- **H@H (Hospice@Home)**
  - Referrals
  - Mon-Fri 9am –3:30pm
  - Deterioration/disease progression
  - Supportive care at home
- **Specialist Community Palliative Care**
  - Mon-Sun 9am-5pm
  - Pain and symptom management
  - End of life care
  - Emotional support
  - Bereavement support

### Mental Health
- **Merton Older Peoples Community Mental Health Team**
  - Mon-Fri 9am-5pm
  - 020 3513 6325
  - 75+, and 65+ with memory problems
- **Merton Assessment Team**
  - Mon-Fri 9am-5pm
  - 020 3458 5596
  - Adult mental health service for all referrals
  - **Out of hours Crisis Line**
  - (Merton and Sutton)
  - 0800 028 8000
- **Available on telephone advice during surgery hours, home visits and surgery appointments**
  - General medical concerns
  - Medication concerns
  - On-going medical/psychiatric problems

### GP
- **GP Out of Hours**
  - Mon-Fri 6:30pm-8am
  - Weekends and Bank Holidays call 111
- **Urgent nursing problems that will not wait until the next planned visit, including minor injuries, wound care and urinary catheter issues**

### 999
- **24 Hours**
  - Chest pain
  - Choking
  - Fitting (new or prolonged)
  - Severe breathing problems
  - Stroke
  - Unconscious
  - Severe loss of blood
  - Diabetic emergency (Hypoglycemia with other symptoms such as drowsiness, or Hyperglycaemia with increased thirst and urination)
  - Head injury - on anticoagulant medication

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*If you are unsure who to ring, please call 111 trained advisors (available 24 hours a day, 365 days a year) who can direct you to the appropriate service, A&E, Out of Hours or Community Nursing. They may book you an appointment directly, transfer you to the people you need to speak to, or if needed, arrange an ambulance.*

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*Working with*
- Merton Clinical Commissioning Group
- London Ambulance Service NHS Trust

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