

## Standard Operating Procedure

### Process for Requesting an Urgent Multi-disciplinary Team Meeting

This process applies to patients who present to acute services with a predominant social need. These patients are likely to be known to Health and Social Care Partnerships (HSCPs) but may not have had any immediate contact prior to presenting to acute services. Evidence would suggest that these patients often have an extended length of stay if they are admitted to an acute setting.

There is an opportunity to provide early intervention via an urgent multi-disciplinary team meeting to prevent admission for patients who contact health services with a predominant social care need.

There are three points of contact that provide an opportunity to explore alternatives to an acute admission.

1. Flow Navigation Centre (FNC)
2. Emergency Department (ED)
3. Acute Medical Unit (AMU)

Each HSCP has different operational processes but the underlying principle of exploring an appropriate alternative to an acute admission remains the overarching aim.

#### 1. Flow Navigation Centre

The FNC will refer GPs requests to each HSCPs Single Point of Access for patients who have a primary social need.

#### 2. Emergency Department

Patients who attend ED with a primary social need and do not require an acute admission will be referred to the appropriate HSCP requesting an urgent MDT. It is anticipated that an urgent MDT meeting will take place within four hours. A senior decision maker from within the hospital will be available to support the discussion.

#### 3. Acute Medical Unit

Patients who an acute physical illness but their predominant need is social will be admitted to AMU for treatment. A request for an urgent MDT will be via the established early supported discharge process.

#### 4. HSCP Contact Details

##### Edinburgh

Edinburgh have a physical resource within the FNC 5 days a week, between the hours of 09:00 and 16:30. This is for people discharged from hospital who are at risk of reattendance and people within community at risk of attending.

Site Based teams: Monday- Friday 08:30-16:30

Within both RIE and WGH there are hospital-based partnership teams to support discharge.

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Home First Coordinator (HFC) based within ED/AMU are available on site to progress discharge planning when there are potential barriers identified. We also have an AHP Team Managers to support therapy decision making and provide senior decision-making function to support discussions.

Hospital to Home (H2H) In reach nurse based within both sites to provided clinical nursing decision making and identify potential people suitable for early discharge who require nursing support and/or bridging function of POC's.  
Hospital based social work teams with Senior Social Workers (SSW) who are the senior decision makers for any social work challenges.

#### **Process for calling urgent MDT - 4hrs:**

- Contact SSW on telephone number **0131 242 7850** directly to discuss situational detail and reason for urgent MDT.
- Once agreed propose and agree time of day meeting will take place and location.
- SSW to alert Laura Stirling for information purposes only.
- SSW to alert AHP Team Managers of planned meeting to support attendance.
- If need for H2H or H@H attendance senior decision makers can agree this.
- MDT to be attended and any barriers/challenges communicated to Service manager equivalent managers for support.

#### **Social work contact:**

Social Work Office - 0131 242 7850 - ask to speak with SSW. Any issues contact Laura Stirling 07519 292 866.

#### **Home First contact:**

Gillian Walker AHP Team Manager - 07483 321332  
Cecily Borgstein AHP Team Manager - 07483 352265

#### **Hospital to Home (H2H):**

Kirsten Homan Community In-Reach Nurse: 07977455172  
07971 941042 – General Advice

#### **Hospital At Home (H@H)**

Contact ANP Coordinator- 07989 170797

#### **Mid-Lothian**

To request an urgent MDT with Midlothian HSCP call the Single Point of Access on 07827 880014 between 8am and 5pm Monday to Friday and 9am to 2pm Saturday/ Sunday. Out with these times the team can be contacted on [loth.midlothianflowhub@nhs.scot](mailto:loth.midlothianflowhub@nhs.scot). A member of the team will be in touch at the earliest opportunity to arrange the MDT.

#### **East-Lothian**

For a request for an urgent MDT from East a request can be make via the inreach office on 21811 Monday - Sunday 7am - 5pm and we will co-ordinate with our SW colleagues if they are required. Out with these times the team can be contacted on [loth.icatelclinicalhub@nhs.scot](mailto:loth.icatelclinicalhub@nhs.scot).

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## **West-Lothian**

To access the West Lothian Single Point of Contact (SPoC) which currently accepts professional to professional enquiries, please call 01506 523124 between 8am and 8pm Monday to Friday, and 8am and 4pm at the weekend. The purpose of the SPoC is to enable a multi-disciplinary team response for people who are at imminent risk of hospital admission. If an emergency social care situation arises out with the SPoC operating times, enquiries should be directed to the Social Care Emergency Team (SCET).

Hours of operation are:

- Monday to Thursday - 4.30pm until 2.00am then on standby service until 8.30am
- Friday - 3.45pm until 1.00am then on standby service until 8.00am
- Saturday/Sunday - 8.00am until 2.00am then on standby service until 8.00am
- Public Holiday cover is provided from 8.30am

The SCET service can be contacted on 01506 281028 or 01506 281029 or via

[SCETreferrals@westlothian.gov.uk](mailto:SCETreferrals@westlothian.gov.uk)

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