

# MEGA NURSING & CARE PREVENTION & FALLS RESPONSE UNIT

## Case Study 1 – General Process

A referral is logged by an NHS Trust, to our single-point of contact email, and due to the urgency, a call is made to supplement the referral to our 24/7 on-call duty phone.

This referral is picked up by our unplanned care coordination team. A trained nurse is dispatched to assess the patient referral.

The referral was logged due to symptoms of increased confusion, bed-wetting, with urine being unusually odorful. The patient also had abdominal pain, and struggled to walk which is outside of his usual mobility.

In this scenario, our ANP will review the symptoms, relayed by the nurse remotely or go for an in-person assessment, if necessary.

Our ANP will decide whether the symptoms require GP attention, if it does, GP will be contacted, but if not and our ANP understands the symptoms, she will prescribe on the scene, and the nurse will treat the patient.

For continuous monitoring of the patient, whilst treatment takes effect, our Health Care Assistants will visit up to 4 home calls a day, to monitor vital signs, and other relevant biometrical readings, always feeding the information back to nurse for review.

If symptoms increase, or treatment does not take the desired effect, our nurse will report findings to our ANP or patient GP as necessary.

If the treatment has taken the desired effect and the patient is stable, we will reduce or remove our care assistants from monitoring the patient.