



Clinical Hub – single point of access

What it does?

The Dudley Clinical HUB is a single point of access (SPA) for our community nursing services. All referrals are clinically triaged to ensure the patient is signposted for treatment in the most appropriate place, be it their own place of residence by one of our Community services or in an acute hospital. In addition to the SPA the DCH consists of the following teams:

- Urgent Community Response Team – Medics, ACPs, Band 7 Community Nurses and Band 3 Healthcare support workers. (UCR)
- End of Life Team rapid response team – (EOLRRT)
- Own Bed Instead – rapid response therapy team – (OBI)
- Care Home Education Team – (CHET)
- Long Term Conditions Nurses – (LTC)
- IV/OPAT team

Single Point of Access:

Referrals are accepted from:

- WMAS
- GP
- Care homes
- Any healthcare or social care professional
- NHS 111

Opening Times: 8am – 9pm, 7 days a week

Telephone: 01384 321234 option 1

Criteria: Age: 18+ years, Dudley GP

Who to refer:

Patients with:

- Falls uninjured for assessment to prevent further falls
- Decompensation of Frailty
- Reduced function/Deconditioning/Reduced mobility
- Palliative EOL crisis support
- Confusion/Delirium not associated with traumatic injury
- Suspected infections (Respiratory, urine, cellulitis)
- Exacerbation of chronic conditions (COPD, Heart Failure)
- Diarrhoea and vomiting
- Acute constipation

Exclusion:

- Uninjured falls
- Continuous fits/seizures lasting more than 5 minutes
- Unstable and unable to wait for an assessment
- Head injuries with loss of consciousness
- Sudden onset of back pain, loss of lower limb sensation and/or loss of bladder and bowel control
- Mental Health
- Signs of sepsis
- Cardiac arrest/Respiratory attack
- Signs of stroke/Heart attack
- Hematemesis

Alternative services to ED



Winter Access Hub

What it does?

The Winter Access Hub, based at the High Oak Surgery premises at Brierley Hill Health and Social Care Centre will be providing additional urgent GP face to face appointments this Winter between 1st October 2024 and 31st March 2025.

Why use this service?

The service can provide additional urgent GP appointments requiring same day attention once the appointments at your own GP practice have been filled. The service DOES NOT SEE people for pregnancy related problems, mental health conditions, routine long-term condition management or adult/child immunisations.

Location: High Oak Surgery, Ground Floor, Brierley Hill Health and Social Care Centre, Brierley Hill, DY5 1RU

Referral Pathways: Referred by GP or NHS 111

Opening Times:

January & February – Monday–Friday 10–6pm,
Sat 10–2pm

March – Monday 10–6pm, Tues–Saturday 10–2pm



Baby Check App

What it does?

The Baby Check app is designed for babies up to six months of age and features 17 simple checks that parents can do if their baby is showing signs of illness.

Why use this service?

Each check tests for a different symptom and, when completed, the app tells parents or carers whether their baby needs to see a health professional.

Referral Pathways: Self Referral

Opening Times: 24/7



Urgent Care Services – Social Care

What it does?

The urgent care service is designed to provide a swift, responsive support service for adults who have been referred as requiring emergency support to avoid hospital attendance or admittance:

- Russells Hall Hospital A & E Department and West Midlands Out of Borough Hospitals – process in place using the Transfer of Care Document with Discharge Team
- West Midlands Ambulance Service /111 referrals – 01384 811919
- Advanced nurse practitioners, or GPs referrals – 01384 811919
- Dudley Council's Access team – 0300 555 0055 Mon to Friday 9 till 5.00p.m.
- Therapist referrals (OBI) (process via daily capacity meeting at 11.30a.m.)

Referral Pathways:

The person can refer themselves or be referred by a family member or friend (with consent)
0300 555 0055

An initial assessment of need will be completed with the person, to establish their needs and goals for the future, we will then work with them and their family to achieve these.

The person will be fully involved in the assessment and the support process allowing a period of recovery.

An emergency package of support will be agreed and put into place. Alternatively, other support may be more appropriate, which we will refer to, for example, therapy or hot meal delivery.

Essentially our job is to provide the support for recovery, emergency support and care and then identify their ongoing needs, finding the most appropriate services to provide the person with that ongoing support.

The aim is to make sure that they remain living in their own home, successfully and independently.



Dementia Advisor Service

What it does?

Post diagnostic support, advice and information for those living with dementia and their carers.

Referral Pathways: enquiries and resident self-referrals

External professional referral via the Dudley Adults Portal

Opening Times: Mon to Fri from 8.30am–4.30pm

Website:

adultsocialcare.dudley.gov.uk/web/portal/pages/professional

Telephone: 01384 816039

Email: Demgate.services@dudley.gov.uk



The Crystal Gateway

What it does?

- A range of open sessions for people living with dementia and their carers.
- Formal paid for placements for activity and engagement support in a dementia Centre or in a person's own home.

Referral Pathways: via the Dudley Adults Portal adultsocialcare.dudley.gov.uk/web/portal/pages/professional

Subject to a social care assessment.

Opening Times: Mon to Fri from 8.30am–4.30pm

Telephone: 01384 813315

Email: Demgate.services@dudley.gov.uk
(Enquiries for Open sessions)

Telephone: 01384 816039

Email: Demgate.services@dudley.gov.uk
(Resident Self-Referrals)

Alternative services to ED



Dudley Telecare

What it does?

A fully integrated monitoring and response service that offers a range of carefully selected products, all designed to help people remain living safely and independently in their homes.

Website: www.dudley.gov.uk/telecare

Telephone: 0300 555 0055

Email: dudcommalarms.dachs@dudley.gov.uk



Carers Hub

What it does?

Information, advice, carers groups and activities.

Opening Times: Mon to Fri from 8.00am-5.00pm

Website: www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/do-you-look-after-someone

Telephone: 01384 818723

Email: dudleycarershub@dudley.gov.uk



Queens Cross Network

What it does?

Is the local support centre for adults with disabilities. Located in Dudley, we offer person centred, tailored support programmes within a relaxed and friendly environment.

Opening Times: 9am to 4 pm from Mon to Fri and you are welcome to attend on a full day, half day or drop-in basis to suit your needs.

Telephone: 01384 813460

Email: QueensCrossDC.Dachs@dudley.gov.uk



Access Social Work Team

What it does?

Continuing Health Care; No Recourse to Public funds; Screening; Triage.

Opening Times: Mon - Fri between 9am to 5pm

Website: <https://adultsocialcare.dudley.gov.uk/web/portal/pages/home>

Telephone: 0300 555 0055

Alternative services to ED



Dudley Council Living Well Feeling Safe Service

What it does?

Living well feeling safe online is a free and easy online tool that quickly and easily finds equipment and services to help older people, vulnerable children and adults manage better and be more independent at home, or when out and about.

The new and improved website finds gadgets and products to help with all sorts of daily activities like cooking, bathing, getting upstairs, getting out safely and even hobbies.

Website: www.dudley.gov.uk/residents/careand-health/adult-health-social-care/support-to-stayindependent/living-well-feeling-safe/

Telephone: 01384 817743



Disability in Action

What it does?

Disability in action are a forward thinking and progressive charity in the Dudley borough which is run by people with disabilities for the benefit of people with disabilities. We run and manage our own cafe service at Queens cross network, called Cafe Plaza and we also have activities happening each day of the week (Monday to Friday). Sometimes we hold evening events for our members to attend and socialise.

Telephone: 01384 813460

Email: Disabilityinactiondudley.ulo@outlook.com



Vision support Service

What it does?

Offers support to people living with sight loss. Our rehabilitation workers are trained to provide support to help you live independently. We can offer advice and support about: Lighting levels, magnification, safe cooking techniques, safe mobility and other aspects of daily life.

Following assessment some aids may be provided. This service is available to all Dudley residents with poor vision. You do not need to be registered as Sight Impaired or severely sight impaired to access our service.

Opening Times: Mon – Fri between 9 am – 4 pm

Telephone: 01384 810329

Email: disabvisual.dachs@dudley.gov.uk



Deaf Support Service

What it does?

Do you have difficulty in hearing? Conversations? Television? Radio? Telephone? If so, we are here to help.

The deaf support service aims to assist hard of hearing, deaf and deafblind people to lead independent lives.

Why use this service?

We provide assistive devices, support to access services and information and the opportunity to socialise at our monthly "Sign café".

Opening Times: Mon – Fri between 9 am – 4 pm

Telephone: 01384 813462

Email: disabhearing.dachs@dudley.gov.uk

Alternative services to ED



Occupational Therapy Access and Prevention

What it does?

Our duty team and adaptations team offer assessment and advice for equipment and minor and major adaptations to promote safety and independence.

Opening Times: Mon – Fri between 9am to 5pm

Website: www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/support-to-stay-independent/

Telephone: 0300 5550055



Welfare Rights Service

What it does?

Offers information and support to people who have had a social care assessment and those who receive support from other agencies benefits Maximisation / Universal Credit Issues.

Opening Times: Mondays, Tuesdays and Thursdays, 9.30am to 1pm and 2pm to 4.30pm.

Website: www.dudley.gov.uk/residents/benefits/welfare-rights-service-and-covid-19-fact-sheets/

Telephone: 01384 815002



Enabling community support

What it does?

Our Pleased to Meet You service offers short-term practical help and support to people aged 60 plus who are feeling lonely or need help with some other aspect of independent living. Our helpline offers the chance to find out about help in the local area, including assistance arranging for grocery or medicine supplies to be dropped off to you. Also, we can offer you the opportunity to come along to one of our “Hello Dudley” social gatherings, near to where you live or in a person’s own home.

Referral Pathways: Self-refer through Dudley Adults Portal

Opening Times: Mon – Fri between 9am to 4pm

Telephone: 01384 812761

Website:

www.adultsocialcare.dudley.gov.uk/web/portal/pages/home

Alternative services to ED



Black Country Healthcare Services

In hours (**9am–5pm**), please contact your care coordinator or local Community Recovery Service.

Out of hours (after 5pm or on holidays/weekends), please call the number that has been provided to you via your mental health team or alternatively please contact the hospital switchboard on **01922 607000**.

If you need emergency support outside the working hours of 9am to 5pm, the best things to do are:

- call our main switchboard on **01922 607000**. An automatic message will be able to lead you to getting in touch with the right service
- call your out-of-hours GP service
- for urgent medical attention attend your local emergency department



Sanctuary Hubs

What it does?

Four Sanctuary Hubs, also known as Crisis Cafes, are provided across each locality of the Black Country. Sanctuary Hubs can provide emotional support to those in distress, in need of reassurance or at times when people need to be listened to most.

Opening Times:

Monday – Friday, 6 – 11pm; and
Saturday and Sunday 12noon – 11pm

Referral Pathways: No referral is required. You must be aged 18+ and have live in or be registered with a GP in Dudley, Sandwell, Walsall or Wolverhampton.

Venue:

Dudley Sanctuary Hub
DY1 Community Centre, Stafford Street, Dudley, DY1 1SA

Website: www.blackcountryhealthcare.nhs.uk/contact-us/help-crisis

Alternative services to ED



SANE

Telephone: 0300 304 7000

Opening Times:
4:30pm – 10:30pm

Email: sanemail@org.uk

Website: www.sane.org.uk



Samaritans

Telephone: 116 123

Opening Times: (24 hour
helpline – free to call)

Website:
www.samaritans.org.uk



Anxiety UK

Telephone: 08444 775 774

Opening times: Mon – Fri,
9:30am – 5:30pm

Website: www.anxietyuk.org.uk



Mental health 24/7 helpline

What it does?

The 24/7 helpline is provided via Rethink and delivered by calling 111 and pressing option 2. It meets the recent additional NHSE requirements. It also has instant text messaging service as well as a direct line for West Midlands Ambulance Service (WMAS) colleagues to access if instant additional information is required to support patients.

It supports anyone who is in a mental health crisis or requires immediate emotional support. It can offer support and provide signposting to other services.

Telephone: service call 111 and selection option two.
Please note that if you would prefer to text this service, you can contact 07860 025 281



Rethink Mental Illness

Telephone: 0300 5000 927

Opening Times: Mon– Fri, 9:30am – 4pm

Website: www.rethink.org