

## **Community Health Services: Support to Care Homes**

### **Community Hospitals**

There are eight Oxford Health Community Hospitals in Oxfordshire with 10 wards. They are open 24 hours a day, 7 days a week. There are always registered nursing staff on duty who can help you in relation to any queries about patients who have been discharged from their service to your care home.

The contact numbers for the hospitals are:

Abingdon Ward One	01235 205714
Abingdon Ward Two	01235 205724
Bicester	01869 604000
City	01865 572715
Didcot	01235 205860
Townlands	01491 637400
Wallingford	01491 208500
Wantage	01235 205801
Witney Linfoot Ward	01993 209410
Witney Wenrisc Ward	01993 209420

If there are any problems gaining information from the wards during weekday hours please escalate to:

<b>Unit Managers</b>	<b>Contact Details</b>	<b>Community Hospitals responsible for</b>
Sandra Allen	Mob: 07979031754	Witney Community Hospital
Wendy Corner	Mob: 07825 385936	Bicester, City and Chipping Norton Outpatient Department
Jacky Taylor	Mob:07979 515954	Abingdon Community Hospital and Wantage
Maggie Webb	Mob: 07733 225647	Didcot, Wallingford and Townlands
<b>Head Of Service</b> Karen Campbell	<b>Contact Details</b> Mob: 07767 442819	

Out of hours please escalate to the Manager On Call for Community Services on:  
07500 126860

## **GP Out of Hours Service**

The Oxfordshire GP Out of Hours service in Oxfordshire provides care for people who have an urgent need that cannot wait until their own GP is available. This is supported by a high number of local GPs who work within the service, access to the Oxfordshire Care Summary Record, any special notes that may have been shared by the patients registered GP and any previous contacts that your client may have had with the out of hours service. All information regarding your client's contact with the service is sent electronically directly to the GP practice responsible for your client's care.

The GP out of hours service is available from **1830 – 0800 during the week days** and covers the full **24 hours during weekends and bank holiday**. The service can be contacted by calling **111**. At this point a brief triage to understand your client's needs will be completed, and then the out of hours service is alerted electronically as to the speed of response required to suit your client's condition. This may be a contact within the hour, 2, 6, 12 or 24 hours. Contacts include telephone consultations, base visits and home visits.

If your clients' needs change and they have either an ongoing specific need or palliative care need it is useful for the out of hours service to have information to allow any visiting GP to be prepared. This can be done by the client's registered GP placing a special note with the out of hours service.

A person should not have to wait for their in hours GP to approve their transfer back from acute hospital to a care home; this can be approved by an out of hours GP at weekends.

## **Older Adult Mental Health Support to Care Homes**

Across Oxfordshire there are a number of mechanisms that care homes can use to ensure there is support and assessment of residents who have a mental health need.

### **Current systems in place**

Care coordinator is able to respond to concerns about known patients (office hours)

Referrals can be made through CMHT duty desks (office hours)

For residents recently discharged from a mental health inpatient unit telephone contact is available 24 hours a day.

An open invitation to visit residents when they are in an inpatient unit to observe care and discuss care plans with the health care team.

## **Systems in development**

Following the success of the Care Homes Support Service, Oxford Health were awarded money as part of the prime minister's dementia challenge fund to enhance the mental health interventions of the team. To this end four mental health practitioners are being employed to work with residents who have challenging behaviour. It is anticipated that this will enhance the support to care homes, improve the quality of life for people with dementia and reduce the need for antipsychotic and sedating medication. It is anticipated that the enhanced team will be in place by April 2014.

Oxford Health is currently transforming the way in which we deliver our service for older people with mental health needs. We will shortly be consulting our staff team on extended community hours including weekends, which will also allow for more support for care homes during the out of hours period.

Telephone Contacts:

<b>OAMH Wards</b>		<b>OAMH Community Teams</b>	
Fiennes	01295 819012	North	01295 819001
Cherwell	01865 738429	City	01865 455800
Sandford	01865 738409	South	01235 205420

## **Unified Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) Adult Policy**

A reminder that care homes are advised to follow the Unified Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) Adult Policy. This has been circulated to care homes and in use for some time. A copy is on Source Oxfordshire (listed under dignity, equalities and human rights.)

<http://www.sourceoxfordshire.org.uk/cms/content/provider-information>

## **Acute Hospitals**

There are four acute Oxford University Hospital sites in Oxfordshire. They are open 24 hours a day, 7 days a week. There are always registered nursing staff on duty who can help you in relation to any queries about patients who have been discharged from their service to your care home.

The contact numbers for the hospitals are:

\*4 digit bleep numbers are accessed via the hospital site switchboard

John Radcliffe

Area	Ward Number	Discharge Coordinator/ Bleep	Discharge Liaison Nurse	Ward Sister	Matron
Adams (Geratology)	01865 572501/ 4	Maria Chaundy- <a href="mailto:maria.chaundy@ouh.nhs.uk">maria.chaundy@ouh.nhs.uk</a> 6881 Deputy Sister- 6251	Becky Payne Mon/Tues/Thurs	James Beale- <a href="mailto:james.beale@ouh.nhs.uk">james.beale@ouh.nhs.uk</a> 01865 228778	Sarah Wheeler- <a href="mailto:sarah.wheeler@ouh.nhs.uk">sarah.wheeler@ouh.nhs.uk</a> Bleep 6327
Bedford (Geratology)	01865 572510/ 1	Maria Chaundy- <a href="mailto:maria.chaundy@ouh.nhs.uk">maria.chaundy@ouh.nhs.uk</a> 6881 Deputy Sister- 6251	Becky Payne Mon/Tues/Thurs	James Beale- <a href="mailto:james.beale@ouh.nhs.uk">james.beale@ouh.nhs.uk</a> 01865 228778	Sarah Wheeler- <a href="mailto:sarah.wheeler@ouh.nhs.uk">sarah.wheeler@ouh.nhs.uk</a> Bleep 6327
5A (Medicine)	01865 221830/ 1	Sukhjeet Singh	Billie De Mesa Mon-Fri	Tim Lewitt- <a href="mailto:tim.lewitt@ouh.nhs.uk">tim.lewitt@ouh.nhs.uk</a> 01865 221824	Luisa Goddard- <a href="mailto:luisa.goddard@ouh.nhs.uk">luisa.goddard@ouh.nhs.uk</a> Bleep 4182
5B (Stroke)	01865 221180		Tamsin Cater Mon-Fri & alternate Sun	Geraldine Yebra- <a href="mailto:strokeunitwardmanager@ouh.nhs.uk">strokeunitwardmanager@ouh.nhs.uk</a>	Sarah Wheeler- <a href="mailto:sarah.wheeler@ouh.nhs.uk">sarah.wheeler@ouh.nhs.uk</a> Bleep 6327
Short Stay Ward 6B Male (Medicine)	01865 221814/ 2	Coordinator bleep- 6852	Billie De Mesa Mon-Fri	Graham Pike & Ray Atienza- Hawkes- <a href="mailto:shortstay.sisters@ouh.nhs.uk">shortstay.sisters@ouh.nhs.uk</a> 01865 220534	Luisa Goddard- <a href="mailto:luisa.goddard@ouh.nhs.uk">luisa.goddard@ouh.nhs.uk</a> Bleep 4182
Short Stay Ward 6C Female (Medicine)	01865 740385/ 857930	Coordinator bleep- 6852	Billie De Mesa Mon-Fri	Graham Pike & Ray Atienza- Hawkes- <a href="mailto:shortstay.sisters@ouh.nhs.uk">shortstay.sisters@ouh.nhs.uk</a> 01865 220534	Luisa Goddard- <a href="mailto:luisa.goddard@ouh.nhs.uk">luisa.goddard@ouh.nhs.uk</a> Bleep 4182
7A Male (Medicine)	01865 221852/ 3	Mickey De Mesa-	Binu Maharjan Tues-Fri & Sat	Heather McAuley -	Luisa Goddard- <a href="mailto:luisa.goddard@ouh.nhs.uk">luisa.goddard@ouh.nhs.uk</a>

	5	<a href="mailto:miguel.demesa@ouh.nhs.uk">miguel.demesa@ouh.nhs.uk</a>	alternate Sat/Sun Lara Tayler Mon long day Tues & Weds late shift	<a href="mailto:heather.mcauley@ouh.nhs.uk">heather.mcauley@ouh.nhs.uk</a> 01865 757682	<a href="http://h.nhs.uk">h.nhs.uk</a> Bleep 4182
7B Female (Medicine)	01865 221969/ 221758	Beng Camacho- <a href="mailto:bermelie.camacho@ouh.nhs.uk">bermelie.camacho@ouh.nhs.uk</a>	Binu Maharjan Tues-Fri & alternate Sat/Sun Lara Tayler Mon long day Tues & Weds late shift Alternate Sat	Linsey Davis & Fiona Chalk- <a href="mailto:linsey.davis@ouh.nhs.uk">linsey.davis@ouh.nhs.uk</a> <a href="mailto:fiona.chalk@ouh.nhs.uk">fiona.chalk@ouh.nhs.uk</a> 01865 740453	Luisa Goddard- <a href="mailto:luisa.goddard@ouh.nhs.uk">luisa.goddard@ouh.nhs.uk</a> Bleep 4182
7C Male (Medicine)	01865 221967/ 8	Monika Lampka- <a href="mailto:monika.lampka@ouh.nhs.uk">monika.lampka@ouh.nhs.uk</a>	Michelle Nichols Mon-Fri	Ginny Mountford- <a href="mailto:7Cwardmanager@ouh.nhs.uk">7Cwardmanager@ouh.nhs.uk</a> 01865 857876	Luisa Goddard- <a href="mailto:luisa.goddard@ouh.nhs.uk">luisa.goddard@ouh.nhs.uk</a> Bleep 4182
7D Female (Medicine)	01865 221980/ 221975	Vija Trubovic- <a href="mailto:vija.trubovic@ouh.nhs.uk">vija.trubovic@ouh.nhs.uk</a>	Michelle Nichols Mon-Fri	Karen Buckingham- <a href="mailto:karen.buckingham@ouh.nhs.uk">karen.buckingham@ouh.nhs.uk</a> 01865 220282	Luisa Goddard- <a href="mailto:luisa.goddard@ouh.nhs.uk">luisa.goddard@ouh.nhs.uk</a> Bleep 4182
7F Post Acute Unit	01865 220969/ 220978	Ray Griffiths & Claire Gorman- 4279	All the team	Lynda Huard & Jo Marsden- <a href="mailto:pau.wardsister@ouh.nhs.uk">pau.wardsister@ouh.nhs.uk</a> 01865 226872	Claire Smith- <a href="mailto:claire.smith@ouh.nhs.uk">claire.smith@ouh.nhs.uk</a> Bleep 439
SEU D SEU E SEU F 5F	01865 221821 01865 757591 01865 221841 01865 221185	Jane Martin- <a href="mailto:jane.martin2@ouh.nhs.uk">jane.martin2@ouh.nhs.uk</a> 4350		Ana Santos Louise Johnson  Susie Swann	Becky Easton

5C  5D *5C & 5D are escalation wards, currently surgical	01865 221147  01865 221146				
Neuro	01865 231526/ 234166	Floor Coordinator- 6556	Shirley Allen- <a href="mailto:shirley.allen@ouh.nhs.uk">shirley.allen@ouh.nhs.uk</a> 6658	Marcus Neale	
SSIP	01865 234723/ 234746	Floor Coordinator- 6521	Shirley Allen- <a href="mailto:shirley.allen@ouh.nhs.uk">shirley.allen@ouh.nhs.uk</a> 6658	Karen Russell	
Trauma 2A  Trauma 3A	01865 221135/ 221134  01865 221128/ 221129	Coordinator bleep- 4232	Tamsin Cater Mon-Fri & alternate Sun	Tracey Enoch	Debbie Langstaff
Cardiology  Cardiothoracic Ward	01865 572671/ 572679  01865 572659/ 572660		Rhian Siefers- <a href="mailto:rhian.siefers@ouh.nhs.uk">rhian.siefers@ouh.nhs.uk</a> 4426		Nicola Robertson
6A	01865 221802/ 221804	Pamela Davis- specialist nurse, assists with discharge planning		Karen Fenn	

**Discharge Liaison Nurse Team for Medicine/Geratology/Stroke/Trauma @ JR-**

**Bleeps 4379/4383**

**Tel: 01865 (2)23137**

[Tamsin.cater@ouh.nhs.uk](mailto:Tamsin.cater@ouh.nhs.uk)

[Binu.maharjan@ouh.nhs.uk](mailto:Binu.maharjan@ouh.nhs.uk)

[Lara.tayler@ouh.nhs.uk](mailto:Lara.tayler@ouh.nhs.uk)

[Rebecca.payne@ouh.nhs.uk](mailto:Rebecca.payne@ouh.nhs.uk)

[Michelle.nichols@ouh.nhs.uk](mailto:Michelle.nichols@ouh.nhs.uk)

[Rosebillie.demesa@ouh.nhs.uk](mailto:Rosebillie.demesa@ouh.nhs.uk)

## Churchill

Geoffrey Harris Ward (Chest Unit)	01865 857294	Shift Coordinator - 5530	Leigh Elder- <a href="mailto:leigh.elder@ouh.nhs.uk">leigh.elder@ouh.nhs.uk</a> 01865 225731	Ana Gleghorn- <a href="mailto:ana.gleghorn@ouh.nhs.uk">ana.gleghorn@ouh.nhs.uk</a> Bleep 5150
John Warin Ward (Infectious Diseases)	01865 225053	Shift Coordinator - 5210	Karen Summers- <a href="mailto:karen.summers@ouh.nhs.uk">karen.summers@ouh.nhs.uk</a> 01865 225573	Ana Gleghorn- <a href="mailto:ana.gleghorn@ouh.nhs.uk">ana.gleghorn@ouh.nhs.uk</a> Bleep 5150
Urology Ward	01865 572330/2		Acting sister- Mary Cortes	Jenny Hayes
Renal Ward	01865 225780		Jo McCormack	Jenny Hayes
Oncology Ward	01865 235012	Shift Coordinator - 5084	Sarah Curtis	Hayley Smith
Haematology Ward	01865 235049/9	Shift Coordinator - 5126	Rachel Miller	Hayley Smith
Upper GI	01865 235062	Shift Coordinator - 5502		
Jane Ashley Centre/ Lower GI	01865 235381	Shift Coordinator - 5127		

## Horton

Oak Ward	01295 229565	Claire Thompson - Bleep 903	Jayne Brown- <a href="mailto:jayne.brown@ouh.nhs.uk">jayne.brown@ouh.nhs.uk</a> 01295 229855	Claire Smith- <a href="mailto:claire.smith@ouh.nhs.uk">claire.smith@ouh.nhs.uk</a> Bleep 439
Stroke Unit	01295 229564	Claire Thompson - Bleep 903	Chris Teideman- <a href="mailto:chris.teideman@ouh.nhs.uk">chris.teideman@ouh.nhs.uk</a> 01295 229566	Claire Smith- <a href="mailto:claire.smith@ouh.nhs.uk">claire.smith@ouh.nhs.uk</a> Bleep 439
Labernum	01295 229570	Claire Thompson - Bleep 903	Sarah Pill- <a href="mailto:sarah.pill@ouh.nhs.uk">sarah.pill@ouh.nhs.uk</a> 01295 229569	Claire Smith- <a href="mailto:claire.smith@ouh.nhs.uk">claire.smith@ouh.nhs.uk</a> Bleep 439
Juniper	01295 229576	Claire Thompson - Bleep	Alison Vannozi- <a href="mailto:alison.vannozi@ouh.nhs.uk">alison.vannozi@ouh.nhs.uk</a> 01295	Claire Smith- <a href="mailto:claire.smith@ouh.nhs.uk">claire.smith@ouh.nhs.uk</a> <a href="mailto:claire.smith@ouh.nhs.uk">uk</a>

		903	229844	Bleep 439
E ward	01295 229214/ 6	Claire Thompson - Bleep 903	Sharon Wells- <a href="mailto:sharon.wells@ouh.nhs.uk">sharon.wells@ouh.nhs.uk</a> 01295 229204	Anita McQueen- <a href="mailto:anita.mcqueen@ouh.nhs.uk">anita.mcqueen@ouh.nhs.uk</a>
F ward	01295 229196/ 7	Claire Thompson - Bleep 903	Louise Garrett- <a href="mailto:louise.garrett@ouh.nhs.uk">louise.garrett@ouh.nhs.uk</a> 01295 229197	Debbie Langstaff- <a href="mailto:debbie.langstaff@ouh.nhs.uk">debbie.langstaff@ouh.nhs.uk</a>

### Nuffield Orthopaedic Centre

A ward	01865 737556
B ward	01865 737623/2
C ward	01865 737232/737268
D ward	01865 738228/738225
E ward	01865 738221/2
F ward	01865 738218/9
Oxford Centre for Enablement	01865 737340