

Deteriorating Patient Escalation Pathway Contact List

Do you need advice or support for a **deteriorating** care home resident?

Escalating		Clinical		Need		
Social Care	Mental Health	Palliative / Hospice Services	Community Nursing Teams	111	Crisis Rapid Response	999 - WMAS
Stoke-on-Trent (Office hours): 0800 561 0015 (Out of hours and weekends): 01782 234234 Website: Adult care and wellbeing Stoke-on-Trent Staffordshire (Office hours): 0300 111 8010 (Out of hours and weekends): 0345 604 2886 Website: Contact us - Staffordshire Cares - Staffordshire County Council	South Staffordshire 0800 561 0015 North Staffordshire 0800 0 328 728 option 1 Website: Crisis mental health access via NHS 111 - Staffordshire and Stoke-on-Trent, Integrated Care Board	24-hour helpline: 0300 5612900 Palliative Care Coordination Centre (PCCC): 0300 123 0989 option 2 Website: Palliative Care Co-Ordination Centre: Midlands Partnership University NHS Foundation Trust Douglas Macmillan Hospice: 01782 344300 Website: Doug Mac Hospice Services in Stoke & Staffordshire Katharine House Hospice: 01785 254 645 Website: Katharine House Hospice - Free Care for Local People St Giles: 0300 330 9410 Website: St Giles Hospice We're here for you, because you're here for us Compton Care: 0300 323 0250 Website: Compton Care Care & Support for families living with life limiting conditions	24 Hours - North Staffordshire and Stoke-on-Trent Local Access Point: 01782 831110 - Cannock and Seisdon Local Access Point: 0300 123 9011 - Burntwood, Lichfield and Tamworth Local Access Point: 0300 124 0347 - Stafford Local Access Point: 0300 124 0343 - Burton upon Trent: 0300 323 0930 Community Learning Disabilities Team: (North Staffordshire and Stoke-on-Trent) 0300 123 1152 (South Staffordshire) 01785 221576	24 Hours NHS 111 can help if you have an urgent medical problem and you're not sure what to do. In emergency situations where there is an immediate risk to life, you should continue to contact 999 or go to A&E.	The Integrated Care Coordination (ICC) for Urgent Care and access to the Community Rapid Intervention Service (CRIS), 7 days a week, 24 hours 0300 123 0983	24 Hours 999 is for life-threatening emergencies like serious road traffic accidents, strokes and heart attacks.