

Devon Urgent Community Response (UCR) Service

Providing urgent care to over 18's in their own home
within two hours

What is UCR?

UCR is a service delivered by locality based teams across Devon who provide urgent care to people in their own homes, helping to avoid hospital admissions and enable people to live independently for longer.

They provide a rapid response service carrying out assessments and provision of equipment, as required, within two hours of referral.

The UCR Team

The multi-disciplinary teams include (but are not limited to) nurses, paramedics, occupational therapists, physiotherapy and social care.

Who to refer

- **Falls** - with no apparent serious injury or loss of consciousness
- **Frailty** - decompensation of frailty
- **Mobility** - rapid or sudden deterioration in function or mobility
- **Confusion/delirium (new or worsening)** - manage safely at home while cause is determined
- **Palliative/end of life care** - symptom control/pain relief if core palliative care/end of life services are not available
- **Unpaid carer breakdown** which, if not resolved, will result in a health care crisis
- **Urgent equipment provision** - to support admission avoidance



How to refer

North Devon: 01392 381208 (option 2, option 2)

East Devon: 0345 600 7878

South Hams and West Devon: 01752 434908

West Devon and Plymouth: 01752 437777 (option 6)

Torbay and South Devon: 01803 654433

All referrals are triaged and assessed by the UCR teams who, if clinically appropriate, will see patients in their own homes within two hours.

8am to 8pm, 7 days a week