Integrated Community Response Service (ICRS)

Who are we?
The Integrated Community Response Service (ICRS) is a large health and social care multidisciplinary community based team in South West London. It was set up to provide care for patients in the London Borough of Hounslow who have a registered Hounslow GP. We work 7-7, 7 days a week and provide care for up to 7 days. The team emerged following the government initiative and aim to place integrated care at the centre of NHS reform and to support the out of hospital agenda, particularly focusing on the elderly population.

Our team is made up of varying specialist professionals including GPs, physiotherapists, occupational therapists, nurse assessors, a mental health nurse, a social worker, health and social care assistants, a handyman and a community matron.

What do we do?
We are an adult service, however the majority of our caseload is elderly, often with complex co-morbidities, many of whom also have a cognitive diagnosis such as dementia. We provide rapid response in the community (for those at high risk of hospital admission), early supported discharge and we assess patients in Accident and Emergency to determine whether they can instead be treated and appropriately managed/supported at home rather than admitted.

Many of our referrals come directly from GPs who may be concerned that an individual requires urgent assessment and acute medical intervention in order to avoid hospital admission. We can provide daily input for up to one week and our service includes re-ablement and rehabilitation where necessary. Once an individual has been referred to our service they can self refer back if they need further input in the future. At the end of our input, if an individual requires ongoing care, we will refer on to any relevant service, such as physiotherapy, district nurses, memory clinic, or even palliative care.

Future developments
We have recently collaborated with other services that work closely with the elderly population and who are involved in emergency admissions, including the London Ambulance Service and Linkline. Over the next 12 months we will be accepting referrals from these two services and hope that working with these teams will further ensure that unnecessary hospital admissions are avoided.

We recognise the importance of staff training and enhanced clinical skill in order for the team to meet its aims. With the support of management and trust funding, it was agreed that training specialist physiotherapists as independent prescribers would ensure excellent use of their clinical skill, a more streamlined, timely intervention and contribute to improving patient care and management. One of our physiotherapists has just qualified as one of the first 8 independent prescribing
physiotherapists in the UK. This qualification is an example of how new roles and new ways of working can improve the quality of services and facilitate patient-centered care in the community.

For further information about our team please visit our webpage: http://www.hrch.nhs.uk/our-services/services-directory/services-in-hounslow/integrated-community-response-team/


Please see attached patient leaflet for further information.