



Calling an ambulance (999) Policy

ENSURE THAT ONLY THE NURSE IN CHARGE/HOME MANAGER MAKE THESE CALLS. CHECK FOR ADVANCED CARE PLAN DETAILS.

When you call 999, an operator will ask you which emergency service you need. In a medical emergency, ask for the ambulance service. If a resident is choking commence CPR and inform the call handler in the first instance. DNACPR **does not** take preference over someone that is choking.

You will need to have the following information available when you call 999:

Avalon Nursing Home

3-5 Nevill Avenue

Hampden Park

Eastbourne

BN22 9PR

01323 502487

As soon as the call operator knows where you are, they will send help. The call operators use a specialist computer system called 'NHS Pathways' to determine the condition of the patient (this is known as triaging a patient) so they can send the most appropriate response based on their clinical need. This might be an ambulance, or a single responder paramedic. You, will also be asked to give some extra information, including:

The patient's age, sex and medical history.

Whether the patient is conscious, breathing and if there is any bleeding or chest pain

Details of any injury and how it happened.

Answering these questions will not delay the ambulance getting to the home, but it will help to give the call handler correct information while the paramedics are on their way.

The extra information also helps to make sure that they send the most appropriate help to you.

Before the ambulance arrives, you can do the following:

- Call the next of kin explaining sensitively what has happened.
 - Call 999 if the residents condition changes.
 - Ask someone to open the doors and signal where the ambulance staff are needed.
- Retrieve the DNACPR/ReSPECT form, copy the MAR charts, print one week of daily care notes, print the front-page including GP details and next of kin details and collect any medication that they are taking, but only if it is indicated they will be transferred to hospital.
- Put all the paperwork into an envelope but do not seal this until the paramedics have seen them.
 - State if the resident has any allergies.
 - Stay calm and ensure someone stays with the resident.

Following the largest ambulance clinical trials in the world, NHS England implemented new ambulance standards across the country.

Please ensure that the information that you are giving is correct and factual to ensure that the correct help is dispatched at the correct time.

The following categories should help:

Category	Response	Average response time
Category 1	For calls to people with immediately life-threatening and time critical injuries and illnesses.	7 minutes
Category 2	For emergency calls. Stroke patients will fall into this category and will get to hospital or a specialist stroke unit quicker because we can send the most appropriate vehicle first time	18 minutes
Category 3	for urgent calls. In some instances, patients in this category may be treated by ambulance staff in their own home. These types of calls will be responded to at least 9 out of 10 times before 120 minutes	within 120 minutes
Category 4	for less urgent calls. In some instances, patients may be given advice over the telephone or referred to another service such as a GP or pharmacist.	within 180 minutes

- Once the paramedics have arrived give them as much information as possible, including times, witnesses and any observations that you have conducted.
 - Whether or not there is future wishes/advanced care plan in place.
- Hand over the information that you have already printed and placed in the unsealed envelope.
- Once a decision has been made to take the resident to the hospital or to leave the resident at the home call the next of kin to inform them of the decision if they have not already arrived at the home.
- Place the ambulance report into an envelope, seal this and put on the front 'Attention of the Manager'
- Document everything from start to finish in chronological order and inform the Manager of what has happened.

IF AT ANY TIME YOU ARE UNSURE OF ANY OF THE ABOVE PROCEDURES, PLEASE CALL OR SPEAK TO THE MANAGER AND WHERE POSSIBLE, THEY WILL ATTEND OR GIVE ADVICE OVER THE PHONE.