



- An integrated Hub as single point of contact for frail elderly during an episode of acute deterioration
- To reduce unnecessary hospital admissions and unscheduled care, while improving the quality of care and patient experience
- Prompt comprehensive geriatric assessment and interventions through a rapid access clinic at St John's Hospital or assessment at home through our Hospital at Home service
- Team of geriatricians, nurse practitioners, specialty doctors, physiotherapists, occupational therapists, pharmacists, administrative staff and a social care co-ordinator
- Liaise with and complement existing core services to provide effective multi-disciplinary assessment and interventions with shared decision-making towards patient-centred goals.
- Community-led with governance within the Health and Social Care Partnership

Referral criteria

- Resident in West Lothian
- Patient and family agree to referral
- Safe for assessment at clinic or at home

Hub operating hours

Monday – Friday 8am – 6pm

Exclusion criteria

- Acute chest pain
- Acute stroke
- Surgical problems
- Low GCS <9
- Shock
- Suspected fracture

How to refer

- Urgent assessment or clinical discussion - telephone REACT number
- Non-urgent referrals - SCI gateway for daily triage by a Geriatrician



Unwell frail older person

Safe to be managed at home

Requires inpatient admission

Non-urgent
SCI-Gateway referral

Urgent
Tel

Medical
Admissions Unit

REACT Hub
Discussion & Triage

REACH
Frailty Screening

Early Supported Discharge

Advice & Plan

Rapid Access Clinic
SJH

Hospital at Home

Rehab at Home

Comprehensive Geriatric Assessment
Diagnostics
Intervention
Anticipatory Care Plan

Specialist
OPD clinic

Hospital at Home

Rehab at Home

Reablement

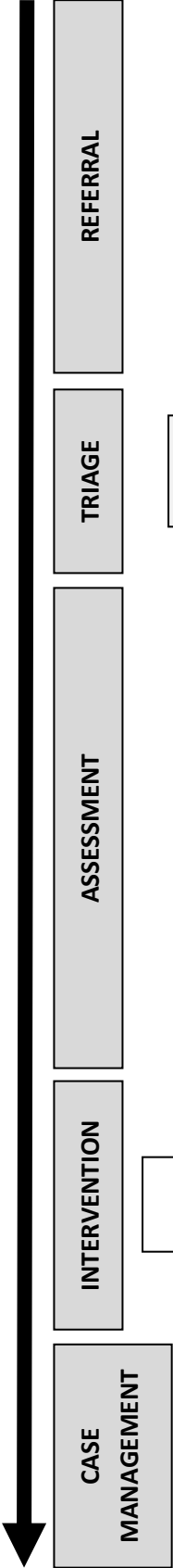
Other services
Psychiatry
Palliative Care
Heart failure

GP

DN

Social
Care

Other
services



REFERRAL

TRIAGE

ASSESSMENT

INTERVENTION

CASE
MANAGEMENT