

Support for older people visiting the Emergency Department

Department of Geriatric Medicine

Information for Patients

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Introduction

If you are an older person with several health or care needs and you come to the Emergency Department, the hospital's Frailty Emergency Squad (FES) is available to help you.

Who are the Frailty Emergency Squad (FES)?

FES are a team of healthcare staff. They work in the Emergency Department at the Leicester Royal Infirmary.

The FES team looks after patients who have:

- medical and/ or mental health conditions.
- multiple regular medications.
- social care needs (for example, regular carers visiting the home).
- issues with moving around (mobility)
- the need for specialised equipment at home to help with independence.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net

What is the role of FES?

When you come to the Emergency Department, we may ask FES to help you. They will check you and give you the care you need.

Many different members of the team may visit to carry out their review. This can be:

- a doctor who specialises in caring for older people (geriatrician)
- an advanced nurse practitioner
- a physiotherapist
- an occupational therapist
- a pharmacist
- emergency floor discharge practitioners (EFDP).

You will find out more about these roles later in this leaflet.

All of these people or a few of them will see you. This will depend on what your needs are.

The team will carry out different assessments to find out your current needs. They will make suggestions or offer treatment plans to help you get better. These assessments may include:

- looking at your medical history.
- looking at your memory and understanding (cognitive assessment).
- looking at your medication.
- looking at your mobility.
- looking at your current home situation:
 - your current living arrangements.
 - any involvement of social services.
 - any formal care package.
 - any informal care arrangements (such as family help).
 - if you any equipment in your home to help with daily tasks.

After these checks we may arrange for your discharge home.

If you need to stay in hospital, we will arrange this for you. You will get the care and treatment that you need.

Who are a part of the FES team?

Geriatrician:

This is a medical doctor who cares for older people. Consultants and other senior doctors who may see you to. They will:

- do a medical assessment.
- make changes to your regular medications.
- arrange tests as an inpatient or outpatient.
- arrange referrals to other specialists, either directly or through your GP.

Advanced clinical practitioner (ACP):

These are healthcare staff like nurses and physiotherapists. They have training and skills that lets them do tasks similar to a doctor. This can be:

- taking a medical history.
- doing a medical examination.
- making changes to your medications.
- arranging tests.

ACP work closely with geriatricians to help with your medical treatment.

Physiotherapist and occupational therapist:

A physiotherapist will look at your mobility and movement.

An occupational therapist will help you deal with effects of your illness or condition. They help you carry out everyday tasks.

The therapy staff will see how well you do things like:

- standing up from bed or chair with or without a walking aid.
- walking with or without help from a walking aid.
- use equipment that may help with your daily life.

They will tell you about any care provision that may be helpful to you. This could be a formal care package in your home.



Pharmacist:

The pharmacist in the FES team works the same as your local pharmacist. They specialise in medications, their side effects and administration. The pharmacist will ask you which medications you regularly take and those you buy over-the-counter.

The pharmacist will advise you on your medication. They will make sure you are taking medications that benefit you. They will stop or adjust any that may be causing you problems.

Please ask the pharmacist any questions you have about your medications.

Emergency floor discharge practitioner (EFDP):

The EFDP will collect information about:

- your life before you came into hospital. What type of property you live in.
- what (if any) care package you have.
- what other support you have.

They will also speak with social services and other teams. This is to help make a safe discharge home for you when needed.

Who do I contact if I have any questions?

If you have any questions in the Emergency Department, please ask to see us. We will be happy to answer your questions.

If you have questions or concerns about your health after leaving the Emergency Department, please speak to your GP. Or if you are on ward, speak to the staff on the ward you have been transferred to.

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email uhl-tr.equalitymailbox@nhs.net