

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 a range of health and care needs, and you have come to the Emergency Department, support is available from the hospital's Frailty Emergency Squad (FES).

Who are the Frailty Emergency Squad (FES)?

The Frailty Emergency Squad (FES) are a team of healthcare staff. They mainly work in the Emergency Department and the admissions units at the Leicester Royal Infirmary.

The team specialise in looking after patients who have may have concerns or issues that may include (but are not limited to):

- medical and/ or mental health conditions.
- multiple regular medications.
- social care needs (for example, regular carers visiting the home).
- mobility issues.
- 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.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

What is the role of FES in the Emergency Department?

When you arrive at the Emergency Department, if it is felt that you have any issues that the Frailty Emergency Squad (FES) could help with, you may be assessed and treated by the team.

Various members of the team may visit to carry out their review, which includes:

- 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).

These roles are described in more detail later in this leaflet.

You may be seen by all of these people, or you may only be seen by a few. The staff who will visit you will depend on the issues identified by the FES team member who first meets with you.

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

- an assessment of your medical history.
- an assessment of your memory and understanding (cognitive assessment).
- a review of your medication.
- an assessment of your mobility.
- a review of your current home situation including:
 - 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.

Following these checks it may be possible to arrange for your discharge home.

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

Which members of the FES team might I be seen by?

Geriatrician:

A geriatrician is a medical doctor who specialises in caring for older people. The FES is supported by consultants and specialist registrars who may see you to:

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

Advanced Clinical Practitioner (ACP):

Advanced clinical practitioners are health staff (for example nurses or physiotherapists) with training and skills that allow them to carry out tasks similar to those performed by a doctor. These include:

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

Advanced clinical practitioners work closely with geriatricians to help with your medical treatment.

Physiotherapist and Occupational Therapist:

A physiotherapist is a health care professional who specialises in mobility and movement. An occupational therapist is a professional who specialises in helping people deal with the effects of a disability caused by an illness/ condition, ageing or an accident, so they can carry out everyday tasks or occupations.

The therapy staff will carry out assessments to see how well you are able to perform tasks such as, but not limited to:

- standing from the bed or chair with or without mobility aids (such as a walking frame or stick) or assistance.
- walking with or without walking aids or assistance.
- safe use of equipment that may help with your daily life.

They will advise about any care provision that may be helpful, such as a formal care package in your home.

Pharmacist:

The pharmacist within the FES team works in a similar way to your local pharmacist. They specialise in medications, their side effects and administration. The pharmacist will ask you which medications you regularly take, including any that you buy over-the-counter.

The pharmacist will help and advise on your medication review to make sure you are taking medications that are of benefit to you, and stopping or adjusting any that may be causing problems.

Please feel free to ask the pharmacist any questions you may have about your medications.

Emergency Floor Discharge Practitioner (EFDP):

The emergency floor discharge practitioner (EFDP) will collect information about:

- your life before you came into hospital such as 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 to make a safe discharge home possible, if this is appropriate.

Who do I contact if I have any questions?

If you have any questions during your time in the Emergency Department after seeing the FES team, please ask to see us again and 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 if you have been discharged, or 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 ਵਿਚ 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

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