Call crisis line

Guidelines valid at time of writing (09/04/20). Please always check up to date government/NHS guidelines.

Covid-19: Pathway to accessing care for individuals with a learning disability

Use NHS 111 online or phone 111

Consider if social care need to be contacted (e.g. if support needs have changed)

Individual should self-isolate for 7 days

Follow NHS and government advice available online

Use NHS 111 online

Regularly monitor situation & repeat flowchart if there are any changes

If symptoms continue after 7 days, contact 111

Call 999

Contact social care

(or if life-threatening)

(or if life-threatening)

Contact GP and/or CTPLD

(mental health)

NO

YES

NO

Please contact primary care liaison nurse for your area for further support with GP

Contact 111

(physical health)

Contact GP

YES

Is concern urgent or out of normal office hours?

Contact social care

NO

YES

Call 999

Are the symptoms life threatening?

Is there a concern about the individuals social needs?

NO (follow relevant box)

Is there a physical health concern NOT related to Covid-19?

Is there a concern about the individuals mental health?

YES

NO

Is the individual experiencing life threatening illness or injury?

YES

Does the individual need additional support to usual?

NO

YES

Can the symptoms be managed at home?

If person is admitted to hospital- please contact acute liaison nurse for your area for further support

Is individual displaying symptoms associated with Covid-19? (e.g. new continuous cough/high temperature)

NO

YES

Call 999

Contact details:

Acute Liaison Nurses:

Lauren Bowller: Royal Surrey Hospital- 07717 850308

Katie Stribblehill: East Surrey Hospital- 07717 850309

Dara Shortall: Epsom General Hospital- 07920 561343

Isobel Rowe: St Peters Hospital- 07721 918708

Emily Belton: Frimley Park Hospital- 07584 616516

Natasha Mullender: Frimley Park Hospital- 07766 253907

Leanne Pooley (Nursing Associate): St Peters & Royal Surrey- 07825 218938

Sherdel Knight (Trainee Nursing Associate): East Surrey & Epsom General- 07786 541695

Other useful links:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.gov.uk/government/publications/covid-19-residential-care-supported-living-and-home-care-guidance>

<https://111.nhs.uk/>

<https://www.bild.org.uk/wp-content/uploads/2020/03/LD-Senate-Coronavirus-resources-for-use-with-people-with-learning-disabilities-30.3.2020.pdf>

<https://www.bild.org.uk/wp-content/uploads/2020/03/LD-Senate-Coronavirus-resources-for-use-by-families-27.3.2020.pdf>

Social Care:

LD & Autism Locality Team: 01483 404770

Community Team for People with Learning Disabilities (CTPLD)

East Surrey: 01372 202100 (including Epsom & Ewell, Elmbridge & Mole Valley

01737 288800 (including Redhill & Reigate, Horley & Tandridge)

West Surrey: 01252 335555 (including Rushmoor, Hart & Surrey Heath)

01483 443511 (including Guildford & Waverley)

01932 587080 (including Working, Runnymede & Spelthorne)

Mental Health Crisis Helpline: 0900 9154644

Primary Care Liaison nurses:

Dawn Kettleton: [**07717 541035**](tel:07717541035)

(covering North East Hampshire & Farnham; Guildford and Waverley; Surrey Heath)

Lilani Limb: [**07776 476432**](tel:07776476432)

(covering Surrey Downs; Social Care Homes)

Colleen Calvo: 07557 166663

(covering North West Surrey; East Surrey)