Example Options for the Care Home if a Resident is Unwell

Call 999

In a medical emergency

- Loss of consciousness
- Severe chest pain or suspected heart attack
- Stroke
- Serious head injury
- Diabetic emergency

Call Immedicare

For medical help or advice that is not a 999 emergency

- Resident not appearing to be usual self
- Breathing problems that do not require 999
- Worsening confusion and/or signs of infection (UTI/Chest)
- Worsening pain
- Falls with no signs of obvious sign of fracture
- General deterioration
- Palliative Care/ EOL advice / Verification of expected death

Contact the GP

- Ongoing medical or psychiatric problems
- Help to manage long term conditions
- Medication reviews and issues