

## Who are the Urgent Response Team?

The Urgent Response Team consists of a Team Manager, Lead Practitioners, Social Workers, Occupational Therapists and Assessment and Enablement Officers.

## What does your team do?

In the Urgent Response Team we:

- support people in crisis situation by providing an urgent and emergency response function. This includes conducting emergency visits and assessments to put in place the care and support required to make urgent situations safe.
- provide care to people who have urgent needs for care and support
- Triage all safeguarding cases who are not known to the department
- complete risks assessments for clients
- complete risk management plans for safeguarding cases
- screen all safeguarding concern referrals and assess whether safeguarding concern warrants a Section 42 enquiry.
- record findings in “Adult Safeguarding concern” workstep and ensure that interim protection plan is clearly identifiable.

## Who do you work with regularly?

We work with a range of teams within the Delivery Unit such as Localities, Hospitals, Review Team, Prevention and Wellbeing Team, Finance Team, Brokerage and Social Care Direct.

We also work closely with different providers and community groups.

## Where do you fit into the customer journey?

We are classed as being part of the Front Door Teams as we work very closely with Social Care Direct. We are the first point of call for residents if they are in an urgent crisis situation.

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Anything else you would like your colleagues to know about your team?

We are a fast paced team – everything is urgent!

We are a knowledgeable team who complete comprehensive work in short amount time.

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## **Urgent Response team profile**