



6 Goals for Urgent and Emergency Care

For 2021 to 2026



This document was written by **Welsh Government**. It is an easy read version of '**Right care, right place, first time: Six Goals for Urgent and Emergency Care - A policy handbook 2021–2026**'.

May 2022

How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Llywodraeth Cymru
Welsh Government

Where the document says **we**, this means **Welsh Government**. For more information contact:

E-mail:

SixGoals.UrgentAndEmergencyCare@gov.wales



This document was made into easy read by **Easy Read Wales** using **Photosymbols**. To tell us what you think about this easy read version, [click here](#).

Contents

Page

About this guide.....	4
Goal 1. Supporting people at more risk of needing urgent or emergency care.....	6
Goal 2. People are told where they can get the help they need.....	8
Goal 3. Other choices than hospital.....	10
Goal 4. Reacting quickly in a health emergency.....	13
Goal 5. People get the best care in hospital and when they leave...	16
Goal 6. Home when possible.....	19
More information.....	21

About this guide



This guide will help make sure people get the best care for their:

- physical health
- and their mental health.



This guide is to do with **urgent** and **emergency** care only.



Urgent care means someone needs help in the next 8 hours.



Emergency care means someone needs help right away.



This guide is for all organisations who provide health and care services and people who receive these services.



We have listened to the views of patients and staff to help us make this guide.



We have made **6 goals** to help us improve urgent and emergency care.



Each goal has standards. They explain what people should expect when they get urgent or emergency care.



We want to make sure people get:

- the right care
- in the right place
- first time.



Goal 1. Supporting people at more risk of needing urgent or emergency care



Some people are at more risk of needing **urgent** or **emergency** care.



For example, because they have a physical or mental health concern or a social need. Or because they are weak.



More planning and support should be given to these people to help make sure they get the care they need to help stop them needing to go into hospital.



Services should work together to help people more at risk to:

- Stay well longer
- Get support or treatment early on before their needs become urgent.

Some examples of what can be done to improve care for people at risk



Improving the heating in people's homes.



People with long-term health concerns should be able to have regular reviews of their health needs.



People with health concerns should get checked by the right teams for their needs.



People with mental health concerns should get more support in the community.



People more likely to fall should get more support to make their homes safe.



Goal 2. People are told where they can get the help they need

Some examples of what can be done to achieve this goal



When people need or want help quickly, when their need isn't life threatening, they can call NHS 111 Wales or use the service online at 111.wales.nhs.uk.

NHS 111 Wales can give people:

- help 24 hours a day, 7 days a week
- the right advice, when they need it
- information about services that are available to them
- support that is close to home.



People should be fully involved in making decisions about their care.



And know that services will work together to make sure they get the best care.



People with an urgent need should be supported to get the help they need through **NHS 111 Wales**. For example, for an appointment that day. Or for further advice.



Health and care staff should have information about the services people need. And give them the best information.

How will these things help?



We hope that by doing these things people will need to go into hospital less. And wait less time for treatment.



The NHS 111 Wales phone and online service (111.wales.nhs.uk) is available to everyone in Wales 24 hours a day, 7 days a week.



Goal 3. Other choices than hospital



We want people to get the care they need as close to home as possible.



People should only have to stay in hospital when it is really needed.

Some examples of what can be done to achieve this goal



Community health staff should have the information they need, to help make decisions about how best to support people.



When people need to go into hospital or need more care, they are given the information they need. And they start getting care within 2 hours.



People who are older or weak will be checked quickly as well as people who are near the end of their life.



Fewer people will need to stay in hospital and can return home on the same day.



Decisions will be made by a team of health and social care staff. And they will work together to give the best care.



There will be support for people who are having a mental health emergency outside of normal working hours.

How will these things help?



It is better for people to avoid going into hospital unless it's important and necessary.



This will help reduce pressure on hospitals.

Goal 4. Reacting quickly in a health emergency



The fastest and best response should be given to people who need it.

Some examples of what can be done to achieve this goal



People going through a mental health crisis will get the support they need.



Staff who are involved with supporting people with mental health concerns will work together more.



People going through a mental health crisis are given more information about support in the community.



People get the fastest and best support for their **emergency** or **urgent** health concern.



People should not have to wait in an ambulance to go into hospital for more than 1 hour.



People will be seen more quickly in Emergency Departments (sometimes called A&E).



Ambulance staff will have more skills to support patients and family members. And be able to give medicine.



People will get quicker support after leaving Emergency Care. For example, to get the care they need or to go home.

How will these things help?



People will get the best care, as quickly as possible, in the right place for their needs.



Goal 5. People get the best care in hospital and when they leave



People should only be in hospital when they need to be. And for the length of time they need to be.

Some examples of what can be done to achieve this goal



People who need to stay in hospital should get high standards of care.



People who go into hospital as an emergency should be checked by a consultant doctor as soon as possible. It must be within 14 hours.



The hospital should have a list of the medicines their patient is taking within 24 hours.

Patients should be fully involved in what is happening with their care. Patients may ask the following four questions:



1. What is the matter with me?
2. What is going to happen to me today?
3. When am I going home?
4. What is needed to get me home?



Patients should be updated every day.



Patients should leave hospital and receive treatment in the community and close to home as soon as they are well.



Patients should be supported to be as independent as they can be.

How will these things help?



Sometimes people can lose their independence if they spend too long in hospital.



Making sure people only stay in hospital for the time they need to can help them stay independent.

Goal 6. Home when possible



People should be supported to go home from hospital. Or to get the extra care they need outside of hospital.



When people leave hospital this is also known as being **discharged**.



People should be included in the plan for how and when they will leave hospital and this is called a **Personal Recovery Plan**. This plan should help people keep well and stop them needing to go back into hospital.



People should not be in hospital longer than they need to be.



Health and care staff must work together to make sure people get the care they need when they leave hospital.



People must be supported to understand more about the care and treatment they need.



People staying on mental health wards or learning disability wards must have a plan in place for how they will be leaving.

How will these things help?



People will get the best care so they can get better.



People will be more independent.



People will get the care and support they More actually need.

More information



If you would like to know more about the **6 Goals for Urgent and Emergency Care** please email SixGoals.UrgentAndEmergencyCare@gov.wales