

999 – what to expect if an ambulance is despatched



- We are unable to give you an estimated time of arrival, but we can confirm what category the call is. Knowing what category the call is should help inform the action you need to take;

Category	90% calls receive a response in	Care home action
1	15 minutes	Switch on external lights if dark, ensure staff are present at the front door to escort the crew straight to the resident. Work with the crew to make sure the resident can be brought out of the home if required eg lifts are free. Keep calm and use structured handover such as SBAR to tell the crew what happened.
2	40 minutes	Switch on external lights if dark, ensure staff are present at the front door to escort the crew straight to the resident. Work with the crew to make sure the resident can be brought out of the home if required eg lifts are free. Keep calm and use structured handover such as SBAR to tell the crew what happened.
3	2 hours	Monitor the resident closely, ring back if there are any changes. Work with the crew to make sure the resident can be brought out of the home if required eg lifts are free. Keep calm and use structured handover such as SBAR to tell the crew what happened.
4	3 hours	Monitor the resident closely, ring back if there are any changes. Work with the crew to make sure the resident can be brought out of the home if required eg lifts are free. Keep calm and use structured handover such as SBAR to tell the crew what happened.
5	You will receive a call back	You will get a call back from a Paramedic or a Nurse in the control room, make sure the line is free and use a hands-free phone when they call so that you can be with the resident.

