

# Islington Urgent Community Response Team (UCRT)

## Patient information factsheet

- The Urgent Community Response Team (UCRT) provides **quick therapy support at home** to help people stay safe and avoid going into hospital.
- We are part of **Whittington Health** and work across **Islington**.
- We aim to:
  - Help people **stay at home** instead of going into hospital
  - Support people to **leave hospital sooner**
  - Provide **therapy in the community**
  - Work together as one team to give the right care.
- We usually respond within **1 to 5 days**, depending on need.

## Who are we?

We are a **community therapy team** who visit people at home or in care homes.

### Occupational Therapists

Help with:

- Preventing falls
- Making the home safer
- Providing equipment (for example grab rails)
- Everyday tasks like washing and dressing.

### Physiotherapists

Help with:

- Improving strength and balance
- Walking and mobility
- Providing walking aids
- Exercises to support recovery.

### Rehabilitation Assistants

- Support therapy exercises
- Help people use equipment
- Build confidence and independence.

## Referrals to the service

Referrals can be made by:

- GPs
- Hospitals and Consultants
- Rapid Response / Virtual Ward
- Care homes
- Social services
- Other professionals, such as:
  - District or community nurses
  - Paramedics
  - Mental health teams
- Voluntary services, such as:
  - Age UK
  - Carers' support services
  - Local community charities.

## Contact our service

Call 020 7527 2179 (Monday to Sunday between 9am and 5pm)

Email [rapidaccess@islington.gov.uk](mailto:rapidaccess@islington.gov.uk)

## Service feedback

Please fill in the survey via the link <http://www.oc-meridian.com/OCQ/u/WH3301545> or using this QR code so we can keep improving our services available to you.



## Contact our Trust

If you have a compliment, complaint or concern, please contact our Patient Advice and Liaison Service (PALS) on **020 7288 5551** or [whh-tr.PALS@nhs.net](mailto:whh-tr.PALS@nhs.net).

If you need a large print, audio or translated copy of this leaflet, please email [whh-tr.patient-information@nhs.net](mailto:whh-tr.patient-information@nhs.net). We will try our best to meet your needs.

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## Document information

Date published: 06/02/2026 | Review date: 06/02/2028 | Ref: ACS/UrgRespServ/IUCRT/01  
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