

Meet Zena

Zena Greenhalgh
Matron of the Digital Service at
Tameside and Glossop Integrated
Care NHS Foundation Trust

“ I’ve worked for digital health for six years, and virtual wards (also known as Hospital at Home) is just one of many services within digital health. Before this, I was a district nurse, keeping people out of hospital and looking after them at home.

One patient’s needs will be very different from another, so each patient has personalised care which is best suited to them.

When bringing a patient into the service, we would check if they’re suitable, show them the home monitoring equipment and make sure they’re comfortable using it. When patients go home with the equipment, one of our staff can also go out to their home and help them set up.

The digital health teams are all linked together, and we have a mix of acute and community healthcare professionals on the team. All our staff are experienced, and we use this clinical expertise when monitoring and keeping people safe at home.

We will notice the soft, subtle signs if a patient starts changing, and if we do need to bring them into hospital, we can organise a planned admission with the medics, rather than going through A&E.

This service doesn’t only facilitate daily discharge and bed saving days, it facilitates better patient outcomes. Patients are back home; they have access to healthcare professionals seven days a week, they can pick up the phone and speak to a member of staff who will make sure they are ok.

I had a patient who had a chest drain in situ, and she was in hospital for four weeks being monitored. Rather than staying in hospital even longer, we were able to get her back home and monitor her from there. That’s the beauty of this service. She was back in her own bed with her own family and her own surroundings, all whilst being closely monitored by the team.

I would say to my clinical colleagues; believe in it. Get patients back home where they are monitored and supported. Let them keep their independence. Seeing is believing, and we are seeing through this service that our patients are doing really well.



**Patients are
back home;
they have access
to healthcare
professionals
seven days a week**

**The care of hospital,
the comfort of home**



Find out more:
gmhospitalathome.co.uk

