

The care of hospital, the comfort of home

What to expect

Hospital at Home (sometimes called virtual wards) is a service that allows you to receive hospital care, in the comfort of your own home.

It is tailored to your specific needs and means you can go back to the place you call home more quickly but still receive care and treatment.

We know people can recover better and more quickly at home, which is why we will be doing everything we can to get you there as quickly as possible, when it is safe to do so.

When using the service, you will be monitored by a team of health and care professionals matched to your needs. You might be given some easy-to-use equipment to use at home. This will monitor things like your blood pressure or your oxygen levels so we know how you're doing and if you need extra support or help. The health and care team might also visit you at home.



Your clinical team

- Your clinical team can be contacted between am and pm every day.
- You can contact them during these hours on:
- Outside these hours, please call:

If at any point your health worsens and you require emergency care call 999 immediately.

Find out more and watch a short animation about the service:
gmhospitalathome.co.uk



1 The clinical team will identify if you are suitable to be treated through the service

What to expect

Your care team will work with you, your family or carer (if you want them to be involved) to assess whether you are suitable to be treated through the service.

We will look at:

- Your preferences
- Your health condition
- The type of treatment you need
- Your ability to use equipment on your own or with a carer
- Your ability to understand decisions
- Support available from your family and carer

Most importantly, a recommendation will be made based on what we all agree is right for you.

What you need to do

Be honest about how you feel and any concerns you have when you answer the clinical team's questions. This will help to make sure you receive treatment that is right for you.

2 Discussion about the service with you and your family or carer

What to expect

A member of the team will explain how the service works and why they think it would be the best option for you.

You can choose to involve your family and carer in this conversation. Family, friends and carers will be asked if they are willing and able to support your care at home.

What you need to do

Make sure you and your family or carer have your say in the discussion about whether you are cared for at home.

3 Demonstration of equipment

What to expect

The clinical team will show you the equipment you will be given and demonstrate how to use it. If a family member or friend is looking after you, training on how to use any equipment safely will be provided to them as well.

This will take place at the hospital or in your home.

You will be able to try the equipment yourself and ask any questions you may have.

What you need to do

You and any family member or friend taking care of you should ask questions and make sure you are totally comfortable with the equipment and how to use it.



4 Set up and connection of equipment at home

What to expect

If you need help setting up the equipment, someone will come to your home to help you.

What you need to do

Ask for help if you aren't sure how to set up the equipment at home.

5 Ongoing treatment, calls and collection of your data

What to expect

At home, your clinician will review your care and discuss with you any additional care or treatment you may need to support you at home.

If you need additional support, your team will contact care services to set this up.

If you have a family member or friend looking after you at home, they will be provided with relevant information for carer support and referred for a carer's assessment if appropriate.

If you don't need any additional support immediately, this can still be discussed later if you find you need help.

You will have regular telephone calls with qualified staff. How often you speak to the team will be based on your needs. They might also visit you at home.

You will be able to contact your team if you need to. Operating hours and contact details are included on the front of this leaflet.

Outside these hours, you and your family and carer will have access to appropriately skilled support and advice 24/7.

What you need to do

Make sure you talk to your care team about how you are feeling, any problems you have or any support you think you need.

The same applies for any family members or friends looking after you – there is tailored support available for them.

If you are asked to use equipment or carry out exercises, please follow this advice and be really honest about any challenges you have. This will help us continue to improve your care and help you recover.



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What to do if your health worsens

What to expect

A care plan will be developed with your clinical team at the start of your care. This will explain what to do if you become unwell at home.

If you have a family member or a friend looking after you, the care plan will be shared with them as well. You will be given a contact to use if you have any concerns or if your health worsens.

Your team will help you and your family and carer identify early signs of a change in your condition and make sure you know what to do if this happens.

What you need to do

Make sure you have read your care plan and know what to do if you become unwell.

If your health worsens, contact your team or the people you have been asked to contact as soon as possible.

Please also make sure anyone who supports you knows when and how to do this.

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Discharge and return of equipment

What to expect

Most people are discharged from the service within 14 days.

You should be given an expected date of discharge when you begin treatment.

The team will talk to you about what happens after that. This will be based on what you need.

When you are discharged from the service, the team will make sure you are referred to any other services you may need to continue your recovery.

Your team will explain how and when the equipment will be collected.

You may be asked to give some feedback about your experience to help improve services.

If a family member or friend is looking after you, they may also be asked for feedback.

What you need to do

Please tell us about your experience, what worked and what didn't. The same applies for family members and friends looking after you.

This will help us understand what is working and what isn't so that services can be improved.

