

Virtual Ward and or Hospital at Home Service

Adult Community Services

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

Introduction

This leaflet is for patients who have been identified as suitable for the Virtual Ward or Hospital at Home service.

It describes how the service works so that patients understand and know what to expect.

What is the Virtual Ward and/or Hospital at Home service?

The Virtual Ward and Hospital at Home team offers a safe and efficient alternative to being in a hospital bed.

The service supports patients who would otherwise be in hospital to receive the care, monitoring and support they need in the place they call home with their family, friends and support network nearby.

Patients supported by the Virtual Ward and/or Hospital at Home team can quickly receive the care they need for avoidable hospital admission and/or to avoid a prolonged hospital stay.

Why have I been referred to the Virtual Ward and/or Hospital at Home service?

If you have been referred to the Virtual Ward and/or Hospital at Home team, it is because you are experiencing health problems that can be managed safely in the place you call home.

Who works on the Virtual Ward and Hospital and/or Home team?

The core team includes a hospital doctor, matron, lead nurse, a team of experienced nurses and healthcare assistants, a pharmacist and other allied health professionals.

What are the benefits of being a patient of the Virtual Ward and/or Hospital at Home team?

The benefits are that the patient is in their own home environment yet still being looked after by a team of experienced health professionals.

We help patients take control to live more independently and safely at home and help patients to understand and monitor their conditions from home to improve their quality of life.

We give patients the peace of mind that their condition is monitored regularly by a healthcare professional, and lead patients to a quicker recovery as they are cared for in familiar surroundings, reducing the likelihood of needing emergency hospital treatment.

How do we monitor patients?

Patients are monitored by one or more of the following:

- Telephone calls
- Home visits
- Digital monitoring kits.

The service is simple and convenient, and the patient can have regular contact with a healthcare professional from the comfort of their own home.

What is a digital monitoring kit?

Digital monitoring kits provide Virtual Ward patients with simple equipment to allow them to monitor their own health.

The kit may include:

- **Blood pressure monitor;** to monitor blood pressure
- **Fingertip oximeter;** to measure heart rate & oxygen levels
- **Thermometer;** to measure skin temperature.

...and any other device needed to monitor patient health, dependant on their condition.

What is remote monitoring?

Remote monitoring is a way of using simple technology to enable Virtual Ward patients to monitor their own health, with full support from healthcare professionals.

It can help the patient learn more about their condition and how to manage it effectively.

Virtual Ward patients using remote monitoring technology answer simple questions about their health using a smartphone or tablet. This information is then sent automatically to the Virtual Ward team.

What happens if I cannot use remote monitoring?

If remote monitoring is not an option, the patient will be contacted by telephone and/or receive home visits whenever necessary.

How long will I spend as a patient on the Virtual Ward and /or Hospital at Home service?

This will be unique to each patient and decided depending on individual health care needs and speed of recovery.

What happens if I deteriorate?

If there are signs of deterioration on our remote monitoring service, the system we use alerts the team and they will contact the patient to ensure they are OK and to give clinical advice and escalate where required.

If the patient is a Virtual Ward patient that is not able to use the remote monitoring technology, or a Hospital at Home patient, they will be given instructions on what to do if they feel unwell, which includes telephoning the Virtual Ward and /or Hospital at Home team on 01902 446647.

If you require immediate attention and feel that it is a life-threatening situation then call 999.

What happens once I am discharged from the Virtual Ward and /or Hospital at Home Service?

A patient's ongoing care after discharge from the Virtual Ward and/or Hospital at Home service will be handed back to their GP or existing specialist team.

Once a patient has been discharged, if they have any concerns, they can contact their GP.

What happens to equipment that has been loaned to me?

All equipment loaned to patients remains the property of the Royal Wolverhampton Trust. On discharge from the service we will be in contact with the patient to arrange drop off or collection of all equipment.

What is my responsibility?

While you are receiving care from the Virtual Ward and/or Hospital at Home Service, it is your responsibility to aid with your care, for example, complete readings when requested and be available for home visits and telephone reviews.

When you are discharged from the Virtual Ward and/or Hospital at Home Service, you need to ensure that collection of equipment is done in a timely manner, to allow the service to continue to provide care to others.

I the Patient/Next of Kin, understand my responsibilities and will adhere to these guidelines whilst receiving care from the Virtual Ward and/or Hospital at Home Service:

Signed: _____ Date: _____

How do I contact the Virtual Ward and/or Hospital at Home Service?

The service is available **seven days per week, 24 hours per day** on telephone number **01902 443322** for all Virtual Ward & Hospital at Home inpatients.

Call 999 if you require immediate attention and feel that it is a life-threatening situation.

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。