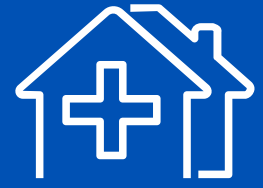


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Hospital at Home

Patient information



What is Hospital at Home?



Hospital at Home provides care that traditionally takes place in a hospital to Hertfordshire patients in the comfort of their own home. A team of doctors, nurses, therapists and pharmacists will oversee your care. This could be in person, by using remote monitoring equipment, or both.

Why might I be referred to Hospital at Home?



Many hospital services can be provided safely at home. You will be assessed to ensure it is safe for you to be cared for at home. This may be because Hospital at Home is more appropriate for your needs than going to hospital.



If you are already in hospital, and recovering well, it may be better for you to continue your recovery at home. Hospital at Home will monitor your recovery as if you were still in hospital. In both cases you will receive hospital-equivalent care, but in the comfort of your own home.

Why is Hospital at Home best for me?



With Hospital at Home, care is tailored to your needs. Being in your own home reduces the risk of hospital-related complications. Hospital at Home helps maintain or regain independence. Plus, research shows recovery is faster in familiar and comfortable surroundings where you can be with loved ones, eat your own food and sleep in your own bed.



How to contact the Hospital at Home (HAH) team



To contact the Hospital at Home team call:

0300 123 7571

Available 8am-8pm, seven days a week.



If you feel unwell outside of these hours, please call 111.

If it is a life-threatening emergency do not wait, please call 999.

How will my care be managed?



If you are at home, the HAH team will arrange the care you need. If you are in hospital, you will go home and continue your treatment with the HAH team. A nurse will contact you regularly to check on your progress. Your nurse will also discuss any changes to your treatment plan or medication. How often the nurse contacts you will depend on your health needs.

Will I need equipment?



Hospital at Home provides any equipment needed to monitor your condition. This is through a company called Doccla. You will be shown how to use it by Doccla.

What happens when my treatment ends?



You will be assessed by the medical team before being discharged, and referred to a specialist service if needed. We will send a discharge summary to your GP explaining what care you have received. You will be advised on how Doccla will arrange collection of any monitoring equipment, at no cost to you.

We welcome your feedback



If you have compliments or concerns, you can:

- Call the Hospital at Home team on 0300 123 7571
- Contact the Patient Advice and Liaison Service (PALS) on 0800 011 6113, or email pals.hchs@nhs.net
- Or why not complete our short survey? We will send it to you at the end of your treatment. Tell us what went well or not so well and help us improve Hospital at Home.