



Hull and East Riding Frailty Hospital at Home Virtual Ward



Contact us

**For further information
please contact:**

**Frailty Hospital at Home Virtual
Ward 01482 247110
8am – 6pm, 7 days a week**

**If you feel unwell outside of these
hours, please call 111 or in an
emergency dial 999**

Let us know what you think...

You can contact a CHCP Customer Care
Advisor if you have a comment, concern,
compliment or complaint by writing to:

Customer Care Advisor
City Health Care Partnership CIC
5 Beacon Way
HULL
HU3 4AE

chcp.customercare@nhs.net



You will be asked to complete a Friends and Family Test

This is an important feedback tool
evaluating your overall experience of
using the service, helping us to make
improvements.

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Community Interest Company responsible for providing local health and care services.
Registered in England No: 06273905.

chcpic.org.uk

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What is Hospital at Home Virtual Ward?

You have been diagnosed with an acute condition which can be treated and monitored appropriately and safely at home, providing you have the right support in place. The Hull and East Riding Frailty Hospital at Home virtual ward service can offer this treatment, monitoring and support.

This means that if you wish you can stay in the comfort of your own home and a team of healthcare practitioners including doctors, nurses, therapists and pharmacists will treat and monitor your condition. Monitoring your condition means that if you become more unwell this will be picked up and responded to early.

Your healthcare team will assess your condition thoroughly and will put a treatment plan in place, which will include planning for if your health deteriorates. This will be done jointly with you, your family or carer.

Your treatment plan may include interventions usually delivered in hospital, for example medications via drips. You may be given remote monitoring devices to record vital signs such as blood pressure, pulse or oxygen levels. We will show you how to use the devices and how to send the readings to the healthcare team for review.

To be receiving hospital at home care you are likely to be unwell and your overall condition may change. If you become more severely unwell, transfer to hospital may be both recommended and acceptable to you (for example, if you fell and broke your hip, or had a new stroke). However, if your condition does not improve with treatments then it may be your wish to receive end of life care at home and we will also support this choice.

When you are well enough you will be discharged from the service and follow-up will be arranged if needed. A discharge letter detailing your diagnosis, treatment and any ongoing management will be sent to you and your GP.

