

Virtual Ward

Patient and Relatives Information Leaflet

Welcome to the Calderdale Virtual Ward

The Virtual Ward is a combined hospital and community healthcare service. It supports people experiencing health problems by delivering treatment in your own home.

This information sheet is designed to give you the facts about your care whilst you are in your own home but under the care of the hospital.



What is a Virtual Ward?

The Virtual Ward provides an alternative option for people who suddenly become unwell and would normally be admitted to hospital. It also extends hospital treatment into the community to allow people to be discharged home sooner. If the assessment deems you safe to be managed away from the hospital environment and you and your family agree, you can be entered on to the Virtual Ward. Those who require treatments that cannot be administered at home will still require admission to hospital.

Who is on the team?

- Consultants
- Advanced Clinical Practitioners
- Occupational Therapists
- Independent Living Officers
- Rehab Support Workers
- Nurses
- Physiotherapists
- Pharmacists

How will the Virtual Ward work?

The Consultant and Virtual Ward Co-ordinator will work with the community multidisciplinary team to provide rapid access to investigations, treatment and care that can be safely delivered at home. The Consultant in the hospital will remain responsible for your medical treatment whilst on the Virtual Ward and not your GP, although the team will continue to update your GP about the care you have received.

A care and treatment plan will be set up to meet your individual needs. Your response to treatment and care will be reviewed daily via Virtual Ward meetings with the Consultant (Doctor) and other professionals involved in your care. Amendments to the plan will be made, as appropriate and additional tests will be carried out if required e.g. blood tests, blood-pressure checks.

This is a short-term service, allowing staff to visit you at home to manage your acute illness. Home visits are normally provided for between 3 and 14 days to ensure your condition is improving. Once your treatment is complete then if you are fully recovered, you will be discharged and your GP notified. If you still need a low level of support, you will be referred on to your GP or community team, to enable that support to be provided to you.

What can you expect from us

- We will respect your privacy and dignity at all times.
- We will observe infection control precautions.
- We will provide best practice and promote your independence.
- We will listen to your views and work in partnership with you.
- We will help to plan and co-ordinate your health and social care needs and educate you around your condition, so you are able to make informed decisions around your health and well being.

How can patients benefits from being on a Virtual Ward?

- Reducing disruption to patient's lives by having the option to remain or return to a familiar environment and receive consultant led treatment.
- Reducing the length of a patient's hospital stay or avoiding admission entirely.
- Reducing the risk of healthcare acquired infections.
- Family and familiar carer support able to continue at home.
- Can continue with daily routines in your own home if able or have support to do this from rehabilitation support workers.

Who will be seeing you at home and when?

Any changes to your medication?

Do you have any questions?

**If you need to speak to someone about your treatment whilst receiving care and support from the Virtual Ward, then please call:
07785 476 418 – The hours of work are from 8am-8pm**

**Virtual Ward Respiratory Team
Telephone: 01422 835193**

If it is outside these hours, then you may leave a message and the team will return your call as soon as possible on the next working day. At other times or if you feel the situation is urgent you can either contact NHS direct on 111 or in an emergency situation you can still dial 999

If you have any comments about this leaflet or the service you have received you can contact :

Community Response
Telephone: 01422 366967

Virtual Ward Respiratory Team
Telephone: 01422 835193

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਚ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم المذكور أعلاه"

Authors: Emily Houten and Eileen King

SMOKEFREE CHFT We are a smoke free Trust. If you need help to quit yorkshiresmokefree.nhs.uk can help

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