



Healthcare at Home

University Hospitals
Birmingham
NHS Foundation Trust



Your guide to



Supported Recovery at Home



Patient's Name:

Care Bureau Telephone: 0808 168 2493

Welcome to



Dear

Your hospital care team believe you would benefit from a service called QEHB@Home. The service, run by University Hospitals Birmingham NHS Foundation Trust, allows you to complete the remainder of your treatment in the comfort of your own home.

Whilst on the service, you will receive home visits from the following healthcare professionals:

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They will visit you times a day and provide the following care:

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You will remain the responsibility of your hospital consultant but receive day-to-day care from the team of healthcare professionals listed above.

Your consultant and the staff on your ward will be able to talk to you in more detail about the service and can answer any questions you might have before you leave the hospital.

If you, or a relative/carer, need to speak to someone about your care once you are home, please contact the Care Bureau on 0808 1682493, rather than your GP or the district nursing team.

We wish you a successful recovery in the comfort of your own home,

*University Hospitals Birmingham NHS Foundation Trust
UHB operates the service in partnership with Healthcare at Home Limited.*

**Question about your care?
Please contact the Care Bureau on 0808 168 2493**



How does the service work?

Once you are safely at home, whether this is your own house, a relative's house or a residential/nursing home, you will receive a visit from the QEHB@Home team who will settle you in and explain what will happen next.

The QEHB@Home team consists of qualified nurses, physiotherapists, occupational therapists, and health care support workers who work with your hospital consultant to manage your clinical and personal care needs.

The team work seven days a week from 7am to 10pm and there is also a 24 hour nurse-led telephone support system called the Care Bureau. You, or your carer and family, can phone this telephone line if you need advice or assistance at any time from a qualified nurse.

Care Bureau Telephone: 0808 168 2493



Is my home suitable?

Whether you live in your own house, a relative's house or in a nursing or residential home, the QEHB@Home team will discuss your home environment with you to make sure it's an appropriate setting for your care. Your equipment, transport needs and medication will also be assessed.

Is the service safe – are the team qualified to look after me?

Your medical team will only have offered you this service if they think you will benefit from receiving care at home and are medically stable enough to leave the hospital environment.

All QEHB@Home staff are qualified to a high level and are experienced health professionals. They have undergone a comprehensive training programme including induction sessions at the Queen Elizabeth Hospital Birmingham. Our partners Healthcare at Home Limited do not use agency staff and recruit staff locally so they are based near to you.

**Question about your care?
Please contact the Care Bureau on 0808 168 2493**



Some further questions...

Do I need to give consent before I'm transferred to the service?

Yes – you or your carer/relatives will need to give verbal consent. Written consent will be requested by the QEHB@Home team when they visit you at home for the first time and this will be added to your patient record.

You are free to opt-out of the service if you wish – it's your choice.

How do I get home?

Hospital transport will be arranged for those patients who need it. The QEHB@Home team will advise on the most suitable option for you.

Once you are home, you will receive a settling in visit by a member of the QEHB@Home team.

**Question about your care?
Please contact the Care Bureau on 0808 168 2493**



Will my hospital records be kept private?

Yes – patient confidentiality is a legal requirement of the contract between the Trust and Healthcare at Home Limited. When you agree to being transferred into the service, you will consent to share specific information about your treatment.

All the staff who care for you will have received Information Governance training.

What happens if my condition gets worse?

The fully qualified nurses, physiotherapists, occupational therapists and healthcare support workers who are looking after you will have regular contact with your hospital clinicians.

If the QEHB@Home team feel your condition is getting worse, you will be transferred back to the hospital. This is extremely rare and most patients recover well at home, supported by fully qualified staff.

**Question about your care?
Please contact the Care Bureau on 0808 168 2493**

How will my hospital consultant see my progress?

The QEHB@Home team who visit you will be in regular contact with your hospital team and all their visits are documented. Your consultant will be able to see all your results and monitor your progress via the hospital's computer system.

What about my GP?

Your GP will receive a letter to let them know you have been transferred to the QEHB@Home service. Once you are discharged from the service, a discharge summary will be sent to your GP, in the same way that it would be if you were being discharged from hospital.

What happens when I am well enough to leave the service?

When you are well enough, you will be discharged from the QEHB@Home service and the care of the team. If on-going care is still required, you will be referred to existing community services.

Who can I talk to?

The Care Bureau supports you and your carer/s by providing a 24 hour telephone support line **0808 168 2493**. The line is manned by qualified nurses who can be contacted whenever you need. Please contact the Care Bureau in the first instance before contacting the hospital, your GP or the district nursing team.

Please contact the Care Bureau if you need to speak to someone about your clinical care or the QEHB@Home service in general. Enquiries could include:

- Medication queries
- Changing the time of a visit
- You feel unwell but do not need an ambulance (please telephone 999 in an emergency)

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