

Information for patients and visitors

Hospital @ Home Team

**Medicine Group
Scunthorpe General Hospital**

This leaflet has been designed to give you important information and to answer some common queries you may have.



Information for patients and visitors

Introduction

We are a team of senior nurses, experienced in acute care in a hospital or community environment. You may be referred to the Hospital @ Home Team for a medical treatment, for example, nebuliser therapy, intravenous antibiotics, anticoagulation and general monitoring of your condition.

Benefits

The aim of the Hospital @ Home team is to provide acute medical care within your own home. We aim to provide treatment and support whilst monitoring your condition to allow you to be cared for in the comfort of your own home.

Main Section

You will be referred to the team by your hospital consultant and / or his deputy and you will remain under their care until your discharge from our Team.

Your hospital consultant and his team will be made aware of any changes in your condition and will also be involved in your treatment plan. In the unlikely case that your condition should deteriorate whilst at home you may be referred back to the hospital for further admission.

If you require ongoing care after your discharge from the Hospital @ Home Team, we will refer you to the appropriate teams, for example, district nurses, community matron etc.

It is important that if you need to call an ambulance, you must tell them you are under the care of the Hospital @ Home Team and show them your recent discharge letter and any medications you are taking. This will enable the ambulance crew to decide the most appropriate course of action for you.

Contact Details for Further Information

The Hospital @ Home Team work from Mon-Sun, 8-6pm

Contact details for Further Information Tel: 03033 305770.

In the event of an emergency call 999.

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital – you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital – you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.



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Alternatively you can email:
nlg-tr.PALS@nhs.net

Confidentiality and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients who are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.



Information for patients and visitors

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust

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Scartho Road
Grimsby
DN33 2BA
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
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01724 282282

Goole & District Hospital
Woodland Avenue
Goole
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