



Children's Hospital @ Home Team Bromley



Supporting early discharge and
prevention of hospital admissions

What is the Hospital @ Home Service?

We are a team of nurses who support parents and carers of children to safely take your child home from hospital.

The Hospital @ Home team works **7 days a week 365 days a year**

Monday to Friday 8.00am to 10.00pm

Weekends and Bank Holidays 8.00am to 8:30pm

We look after children who live in the London Borough of Bromley during an acute episode of illness. For example:

- ***diarrhoea and vomiting***
- ***asthma***
- ***viral induced wheeze***
- ***bronchiolitis***
- ***high temperature***
- ***an infection needing a short course of intravenous antibiotics.***

Referrals are coordinated by the Emergency Department and Children's ward staff. Our support will normally last for about three days after you have been at hospital.

What will we do?

We will come and visit you at home to review your child, including checking their general physical health.

We will give you advice on how to manage a fever, make sure your child is taking enough fluids and support you in giving medications like inhalers.

Some children need antibiotics into the vein. This is called Intravenous antibiotics. We can give these at home to prevent your child staying in hospital.

We will keep in touch with your doctor in the hospital until your child has been discharged from the service.

We will let your GP know that we have been visiting your child and the treatment they have received.

If your child needs care for a longer period of time, we will refer you on to the local Children's Community Nursing Team.

The Team

- *We are a team of experienced paediatric nurses who will visit children and young people at home*
- *We aim to prevent your child having to attend hospital by supporting their care needs at home*
- *We aim to help get your child home quicker as it is better for your child to be cared for at home with the family*
- *We aim to make you feel more confident in looking after your child.*



Jess



Zoe D



Gemma



Zoe B

Our visiting hours

Monday to Friday **8.00am to 10.00pm**

Weekends and Bank Holidays **8.00am to 8:30pm**

If you are concerned about your child or wish to discuss the appointment, please call the team on:

0300 303 5232

Outside of these hours, if you are concerned about your child's condition, please call the Princess Royal University Hospital on: **01689 863000** and ask for the paediatric registrar on call. Or call your referring hospital on and ask to speak to the paediatric registrar on call.

Respect and dignity

We will treat everyone as an individual and respect your privacy, wishes and choices. In return, we would ask you to respect our team members. Violence and verbal abuse will not be tolerated and may put any future care at risk.

Feedback

As this is a pilot service, we need to gather feedback to ensure the service is working well and to evidence how useful it is. You will be asked to complete a short online survey. All responses will be anonymous and will not affect your child's care.



To share your feedback please scan the QR code or go to <https://bit.ly/3hbkvH9>

We value your feedback

Some families who have received care from the Hospital@Home team may receive a call later to ask for more detail about how you found the team and service.

If you have any comments about what we do well or how we can improve we would like to hear from you. You may wish to congratulate a member of staff or compliment the service. If you are not happy with your treatment or any other issue connected with the service, you can raise a concern or make a suggestion on how to improve our services.

How to give feedback

Safer Care Team

Bromley Healthcare CIC Limited

1b Central Court

Orpington

Kent, BR6 0JA

E: bromh.feedback@nhs.net

W: www.bromleyhealthcare.org.uk/

