

Bromley Hospital at Home

020 8315 8722

8am-8pm
7 days a week

Your treatment summary

Condition treating for: _____

Start date: _____

In case of emergency

Call 999 and inform the call handler you are receiving care from Bromley Hospital at Home.

Keeping in contact

During your time with the service we will need to be in contact with you to monitor your condition.

If we cannot contact you, for instance by phone, we will attend your property.

If we still cannot get in touch we will contact your next of kin, GP and local hospitals. If we remain concerned we will liaise with the Police to gain entry to your home to make sure you are safe.

**Bromley
Healthcare**
better together

The Bromley Hospital at Home service is a team of clinicians who provide care for patients in the community that would otherwise be delivered in hospital. We already work across the Princess Royal University Hospital, Bromley Healthcare, St Christopher's and Bromley GP Alliance to provide you with joined-up care.

We will assess and treat you in your own home, working with you to agree the best treatment for your condition. We may give you remote monitoring equipment to keep you up to date with your condition. We will check that your treatment is working and agree with you what needs to happen next.

Tell us what you think

We want you to be happy with the service you receive from us, but we know that every so often something might go wrong. If you're unhappy with the care you receive or an element of our service, we want to hear from you.

Of course, we also want to hear from you if you're happy with the care you're receiving - it's good to be able to thank the team and let people know they're doing a good job, so if you have a compliment or congratulation, we'd like to hear from you.

If we are unable to resolve your concerns or you would like to take the matter further, please contact us at the address below.

Central Court
1b Knoll Rise
Orpington BR6 0JA

020 8315 8880

bromh.feedback@nhs.net

bromleyhealthcare.org.uk

Bromley Healthcare Community Interest Company Ltd
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Bromley Hospital at Home

Bromley Healthcare, Princess Royal University Hospital, St Christopher's and Bromley GP Alliance
working together as part of One Bromley

The Bromley Hospital at Home service aims to provide you with the same care at home that you would receive in hospital.

Many people prefer to be cared for at home rather than in hospital. This service enables you either to avoid going into hospital, or help you to get home sooner.

This leaflet explains what the Hospital at Home service is and how it works. If you have any further questions, please speak to a member of the team caring for you.

What is the Hospital at Home?

We are a team of clinicians working across hospital and community health services. We are nurses, doctors, hospital and hospice consultants and other healthcare professionals providing hospital level care for patients at home in Bromley.

Why have you been referred to this service?

A senior clinician has referred you to this service because it is safe for you to have your care and treatment at home. We'll give any instructions you need before we visit. We will aim to call you before the first visit to give you an approximate arrival time.

What happens at my first visit?

The visit can take up to 1 hour depending on your condition and treatment plan. The visiting healthcare professional will explain what will happen during the visit. All staff caring for you will introduce themselves and will be wearing an ID badge.

The first visit is likely to include an assessment of your health and home environment.

The member of staff may need to take clinical observations and a blood sample. This will enable us to confirm your treatment plan with you.

What happens at my next visits?

We'll contact you depending on your level of need. This could be a telephone call or face-to-face visits, based on your needs.

The team will take clinical observations, or you may be asked to submit these remotely. Depending on your treatment plan, a nurse may take a blood sample to check the progress of your treatment.

You may not see them directly, but a doctor will review these observations and test results to check on your progress. If there is anything concerning in the results or anything else relating to your progress a doctor may need to review you. This may be done virtually, through a phone call, or face to face.

We will always aim to keep you involved in decisions about your care and treatment.

What happens after the final visit?

On the final visit, you'll be discharged. We'll provide advice about your transfer of care. This could be back to your GP or to a different service. We will ask you to return any remote monitoring equipment.

We'll send a letter to your GP with a summary of the care you have received and any ongoing medications and care plan.

Changing or cancelling an appointment

Please phone us between 8am and 8pm, 7 days a week on 020 8315 8722. If you need a visit at a certain time, we'll do our best to provide this.

What if I become unwell?

While you are receiving your care from us:

- Call us 8am to 8pm, 7 days a week on: 020 8315 8722. The team will assess you and make sure that you get the right care. After 8pm you will be put through to the Out of Hours GP service who will ensure you are safe.
- Raise it at your next home visit
- If it is a medical emergency, dial 999 and ask for the ambulance service, telling them your symptoms and that you are under our care.

If you are treated by another GP or medical professional/paramedic while you're being seen by this service, please make them aware you're in our care and show them this leaflet.

Consent and confidentiality

You will be asked to confirm you are happy to receive treatment from this service. Your medical records are confidential to you and the healthcare professionals from services involved in your care and treatment. You can ask us not to share your information in this way but this may mean you need to go to hospital for your care. You can request the information we hold on you by emailing bromh.accesstorecords@nhs.net.