

Bromley Hospital at Home

020 8315 8722

8am-8pm
7 days a week

**Bromley
Healthcare**
better together

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

Bromley Hospital at Home aim to provide you with the same care at home as you would receive in an ambulatory unit at hospital. This removes the need for you to travel to hospital to receive your treatment.

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 your 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
Company no: 06815987 Registered in England
Registered office: Central Court, 1b Knoll Rise, Orpington BR6 0JA

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NHS



Community Intravenous Antibiotics (IVAB)

Provided by Bromley Hospital at Home

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

Your intravenous antibiotics

Condition treating for: _____

Medication: _____

Dosage: _____

Frequency of administration: _____

Start date: _____

Planned end date (if known): _____

Allergy history: _____

In case of emergency

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

You have been prescribed intravenous antibiotics. We will administer these for you in your own home, check to see that the antibiotics are working and agree with you what needs to happen next.

Bromley Hospital at Home aim to provide you with the same care at home as you would receive in hospital, removing the need to travel to hospital for your treatment and allowing you to get better in a more comfortable environment.

Many people prefer to be cared for at home rather than in hospital. The Intravenous Antibiotics (IVAB) service enables you either to avoid going into hospital, or help you to get home sooner if you do, avoiding the need to go to hospital every day for the period of your IVAB treatment.

This leaflet explains what the community IVAB 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 working across the hospital and community. Our IVAB service includes nurses, community doctors, hospital consultants, and the microbiology team at the Princess Royal University Hospital (PRUH).

Why have you been referred to this service?

A doctor has prescribed you a course of antibiotics to be regularly administered directly into your bloodstream. You will need a nurse to administer the antibiotics for you at least once a day.

What happens at my first visit?

You may have already started your IVAB treatment in hospital, or you may be starting it at home. A nurse will visit you at home and check whether there are risks we need to be aware of and manage during your care. The nurse will take clinical observations and provide your IVAB therapy.

What happens at my next visits?

Each time the nurse visits they will reassess you and take clinical observations. They will then provide your IVAB therapy. Depending on your treatment plan the nurse may take a blood, or other sample, to check the progress of your treatment. Your sample test results will be reviewed remotely by a qualified clinician. This may result in a recommendation to:

- continue your current treatment,
- move to oral antibiotics, or
- stop antibiotics.

If there is anything concerning in the results or anything else relating to your progress, a GP or consultant at the hospital may need to review you. This may be done virtually, through a phone call, or face to face.

If you are receiving IVAB therapy three times a day, we will endeavour to ensure your third dose is provided by 8pm. If we are running late, we will aim to call to let you know when to expect us.

What happens at the final visit?

At the last visit from the service your nurse will administer your IVAB as usual.

Unless there is any reason to leave it in, the nurse will remove your vascular access device, and take away the sharps bin and, if you want us to, any unused IVAB medication.

What if I become unwell?

While you are receiving your IVAB 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 that 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 the IVAB team, 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 about you by emailing bromh.accesstorecords@nhs.net.

Please ask permission from your healthcare professional before taking any recordings or photographs during our visit or calls.