

What if I become more unwell?



If you begin to feel unwell,
call:
0300 123 5433.

Out of hours (8pm - 8am) call NHS 111.

**If you need urgent attention or it's
a life threatening situation don't
wait. Call 999.**

We welcome your feedback

If you have any questions, feedback,
compliments, concerns, or complaints
about Hospital at Home, please call the
team on 0300 123 5433.

Alternatively, you can contact the
Patient Advice and Liaison Service
(PALS) through the contact information
on the back of this leaflet.

We will also send you a short survey
to fill out at the end of your treatment.
Please fill this out and let us know
what went well with your experience,
and what could be improved to make
Hospital at Home the best it can be.

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Transforming Healthcare



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today? Leave your ratings and
review to let us know how we did.
Google search: EPUT iwantgreatcare



Patient Advice and Liaison (PALS)

If you have any concerns or need advice
about accessing NHS services, you can
speak in confidence to PALS on **0800 085
7935** or you can email
epunft.pals@nhs.net

This leaflet can be produced in large
print, CD, Braille and other languages on
request.



Essex Partnership University NHS
Foundation Trust regards equality and
diversity as integral to the way it works.
Our staff will ensure that everyone is
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Essex Partnership University
NHS Foundation Trust

West Essex Hospital At Home



Your Health, Your Home, Our Priority

EPUT

What is Hospital At Home?

Hospital At Home is a safe, alternative way of allowing patients with specific conditions to receive hospital equivalent care in the comfort of their own home.

A team of doctors, pharmacists, advanced clinical practitioners, nurses, and paramedics will oversee your care.



Why have I been referred to Hospital At Home?

You and your condition have been assessed as safe to be managed at home.



Why is Hospital At Home best for me?

Our care is tailored to your individual needs. Our aim is to help you stay well at home so you do not need to go into hospital in the first place, and help you stay independent. Plus, research shows recovery is faster in familiar and comfortable surroundings.

How do I contact the team?



Call: **0300 123 5433**
between 8am and 8pm every day.

How will my care be managed?

You will go home and continue your treatment with the Hospital At Home team. If you are already at home, they will arrange the care you need. You will be monitored closely from a distance and reviewed every day.

You will receive face-to-face care as needed. Your clinician will discuss any changes to your treatment plan or medication.

How often they call or visit you will depend on your health needs. We will provide the medicine and equipment you need for your care and explain how to use and store them safely.



Will I need equipment or more investigations?

Hospital At Home provides any equipment needed to monitor your condition. This is through a company called Doccla. Doccla will show you how to use any equipment provided. Hospital At Home will arrange any extra investigations if needed. Patients usually arrange their own transport to appointments.



What happens when my treatment ends?

We will review your progress before you are discharged.

We will then send a discharge letter to your GP explaining what care you have received. Doccla will arrange collection of any monitoring equipment you have been provided with.