

## Acute Hospital at Home (AHAH) Patient Information Leaflet

### Patient held record

Date:

Seen by nurse:

Seen by doctor:

Tests:

Understanding of the problems/findings:

Treatments:

Advice/follow up/plans for return:

### What is the Royal Devon and Exeter Acute Hospital at Home (AHAH)?

The AHAH provides acute healthcare to patients in the comfort of their own home as an alternative to hospital admission or daily visits for review and/or treatment.

The team will work with you and your hospital Consultant to assess your health care needs, your capacity for treatment at home and develop a tailored plan to deliver healthcare in your own home while ensuring this meets the standards expected for the Royal Devon and Exeter Hospital. The team will discuss the different services and what to expect during your time at home with us.

Whilst receiving treatment as part of the AHAH service you will remain under the care of your hospital Consultant, and are only discharged from the service once you have completed your treatment programme.

### Why have I been referred to the AHAH?

A consultant has assessed your condition and feels you are safe to be managed at home.

### How will my care be managed in the AHAH?

- You will be able to go home and continue treatment at home but under the care of the AHAH team. Your care will remain under the hospital Consultant for the duration of your treatment.
- You can expect a phone call from one of the nursing team on a daily basis, or as agreed by you and the team, to check on your progress and to advise on any changes to medication or treatment plan.
- Whilst under the AHAH there may be additional investigations required which we will coordinate either through local community hospitals or via the RD&E itself. You will usually be expected to provide your own transport to and from any appointments that you will need to attend.

- Once your treatment has been completed following assessment by the medical team you will be discharged and your GP will receive a discharge summary documenting the care that you have received.

## Who's in the AHAH team?

- A Registered nurse will be your point of contact during the admission.
- 1 Clinical secretary who is a point of contact when nurses are not available.
- 4 consultants who will review your care directly and discuss with you any clinical questions.
- Other team members include community nurses, occupational therapists and pharmacists who will contact you as needed.

## What's the benefit of AHAH?

- This approach provides safe, effective person-centred care, equivalent to that received in an acute hospital setting, but delivered in the comfort of the patient's own home. Research show that recovery is much faster in a familiar and comfortable environment.
- Many of the treatments that patients receive in hospital can now be easily delivered at home under the right supervision and approach. The AHAH service wants to work with patients, striving to deliver excellent healthcare that puts you first and recognises your individual needs.

## How long will I spend as a patient with the AHAH?

This will be unique to each patient and is dependent on your health care needs. This will be discussed with you at your first meeting.

## How can I contact the AHAH team?

The team can be contacted Monday-Saturday 8am-6pm.

To contact the AHAH team call the main hospital switchboard on **01392 411611** and ask the operator to bleep number **311**.

Outside of office hours the service is supported by the senior nursing staff on the Acute Medical Unit (AMU) who can be contacted using the same number.

## What if I become more unwell?

1. If you begin to feel unwell at any time please call the AHAH team using the contact details above.
2. If you require immediate attention and feel that it is a life threatening situation then call **999**.

Please take this leaflet with you to any appointment that you may attend as it will contain all of your details including treatment plan identifying that you are under the care of the AHAH.

## We value feedback

When you are discharged you should be given a feedback survey and we would really appreciate it if you could spend a few minutes filling this in, alternatively you can complete this survey online at the following link, [www.surveymonkey.co.uk/r/YLNMBWN](http://www.surveymonkey.co.uk/r/YLNMBWN) or you can scan the following QR code on your mobile device.



If you have any concerns during your stay please raise these with the team caring for you.

Alternatively you are welcome to contact the Patient Advice and Liaison (PALS) team. PALS is located in the main concourse. They can also be telephoned on **01392 402093** or e-mailed: **rde-tr.PALS@nhs.net**

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by RD&E staff undertaking procedures at the RD&E hospitals.

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