

Acute Hospital at Home (AHAH) Frailty team

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at rduh.pals-northern@nhs.net.

What is the 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.

The AHAH team will work with you to assess your healthcare needs and your capacity for treatment at home. They will develop a tailored plan to deliver healthcare in your own home while ensuring this meets the expected standards. The team will discuss the different services and what to expect during your time at home with AHAH.

The approach will be holistic to ensure all areas of the assessment cover the wider needs of the patient.

Throughout the treatment program at home, the healthcare professionals can liaise with your consultant as needed.

Why have I been referred to the AHAH?

A consultant, or healthcare professional 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 under the care of the AHAH team. Your care will remain under the hospital consultant or healthcare professional 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 ambulatory clinics or via your local acute hospital. 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 and following an assessment by your 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 healthcare professional will be your point of contact during the admission.
- The team is comprised of registered nurses, therapists, advanced clinical practitioners, paramedics and healthcare support workers. Other healthcare professionals such as pharmacists and dieticians may also be involved in your care.
- The medical team involved in your initial assessments will be contactable by the healthcare professionals as reviews of your healthcare needs are undertaken.

What are the benefits of AHAH?

- This approach provides supportive, effective, person-centred care, delivered in the comfort of a patient's home. Research shows recovery is much faster in a familiar and comfortable environment.
- Many treatments received by a patient in hospital can now easily be delivered at home under the right supervision and approach. The AHAH service will work with patients, striving to deliver excellent healthcare that puts the patient first and recognises their 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 healthcare needs. This will be discussed with you at your first meeting.

What if I become more unwell?

1. If you begin to feel unwell at any time, please call the AHAH Frailty team who will endeavour to visit you unless out-of-hours of the service. If you need to be seen in hospital, they will liaise with the medical team in the hospital and organise admission as needed.
2. If you require immediate attention and feel it is a life-threatening situation, please call **999**.

How can I contact the AHAH frailty team?

The team can be contacted every day from 8am to 8pm.

To contact the AHAH team, call the main hospital switchboard on **01271 322577** and ask the operator to bleep number **558**. You will then be put through to a member of the AHAH frailty team.

Outside normal hours, the service is supported by healthcare professionals based at the hospital in Exeter who can be contacted by calling on **01392 411611** and ask the operator to bleep number **311**. They will put you through to a specialist nurse to discuss any questions.

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

Patient held record

Date: _____

Seen by healthcare professional: _____

Seen by doctor / advanced clinical practitioner:

Tests: _____

Understanding of the problems/findings:

Treatments:

Advice/follow-up plans for return:

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

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.



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