

The @home service

Bringing hospital care to your home

Many people prefer to be cared for at home rather than in hospital. To make this possible, we have designed the **@home** service, which provides a range of services to support you in your own home. This service enables you either to avoid coming into hospital at all, or to help you return home sooner with extra support.

This leaflet explains what the **@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 @home service?

@home is a new service developed by Guy's and St Thomas' NHS Foundation Trust in collaboration with King's College Hospital operating within Lambeth and Southwark. It is different to the home care provided by district nurses and carers because it is designed to offer more intensive medical support for a shorter period of time (usually two to seven days).

Who will be involved in my care?

A specialised **@home** matron will coordinate your care, working closely with the **@home** GP. The **@home** team also includes nurses, therapists, pharmacists and social workers, who will visit you in your home and provide the care that you need. They will keep in touch with your own GP and hospital staff.

Why have I been chosen to receive care at home?

You have been referred to the **@home** team because:

- we believe you are **at risk of having to come into hospital**. The **@home** team can help you stay as well as possible, so that you can avoid having to go into hospital.

Or

- you have **just had a medical procedure in hospital** but need further nursing care or therapy, which can be best provided by the **@home** team.

How does it work?

Once you are referred to the service, a member of the team will visit you at home to carry out an assessment and discuss the care that you need. If you are still in hospital, the team will visit you on the ward.

A clinical co-ordinator will be assigned to your care. He/she will be responsible for making sure that you receive the right care from the right person and at the right time.

Will my GP be informed?

Yes. We will contact your GP to explain that you are being cared for by the **@home** team and that they will receive regular updates about your care. This will include changes to any medicines that you are taking.

What if I become unwell?

If you become unwell, you should contact the **@home** team using the telephone numbers below. They will assess you and make sure that you are getting the right care at home or in hospital if necessary.

Contact us

@ home team: 020 3049 5751 (between 8am and 11pm)

Out of hours (between 11pm and 8am), please call SELDOC on 020 8693 9066.

Useful contact numbers

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Patient Advice and Liaison Service (PALS)

To make comments or raise concerns about the Trust's services, please contact PALS.

Guy's and St Thomas'

t: 020 7188 8803 (Guy's) / 020 7188 8801 (St Thomas')

e: pals@gstt.nhs.uk

King's

t: 020 3299 3601

e: kch-tr.PALS@nhs.net (King's)

Language Support Services

If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.

t: 020 7188 8815 **fax:** 020 7188 5953

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics.

Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk



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