

Healthier at Home Virtual Ward

Information for patients



Healthier at Home
Virtual Ward



leeds children's
hospital

caring about children

Provides expert home-based care which utilises video technology to offer your child the care they need at home, instead of in hospital.

What is it?

Healthier At Home is a service that is provided by the virtual ward team based on the CAT unit. In certain circumstances we help you care for your child at home using “Attend Anywhere” video technology:



[www.leedsth.nhs.uk/video-consultation-2/
appointments-by-attend-anywhere-2/](http://www.leedsth.nhs.uk/video-consultation-2/appointments-by-attend-anywhere-2/)

What are the benefits of Healthier at Home?

Healthier at home aims to support you to care for your child at home with support from the medical team, extending their period of observation and reducing delays for families, aiding recovery at home.

What will happen?

If the team think your child needs a few more hours of observations, but this could be safely done using video technology, they will approach you about joining Healthier at Home.

We will explain what we will do:

- Call you at a pre-set time.
- Ask you about how your child is, and answer any of your questions.
- See your child and assess them using Attend Anywhere video software.

We need you to tell us the following about your child:

- Their alertness
- Their breathing rate
- If they are eating/drinking
- If they have passed urine
- Their temperature if possible

We will also show you how to connect to Attend Anywhere and ensure that it is working.



We may give you an information leaflet on your child's condition and send information to your phone from Healthier Together website.

Once we are all happy, the team will sign an agreement with you which sets out all our responsibilities.

Is your child eligible?

If your child is being reviewed because they have one of the following:

- ✓ They are wheezy.
- ✓ They have a temperature - but we know why!
- ✓ They have gastroenteritis.
- ✓ They have bronchiolitis and we are waiting to make sure they are able to feed.
- ✓ They are waiting for a urine test.
- ✓ They are waiting for results of blood tests.

Requirements

- ✓ You have good internet access on your phone or tablet to connect to Attend Anywhere.
- ✓ You will be able to stay at home with your child during the observation period.
- ✓ You will be able to bring your child back if you or we are worried about them.
- ✓ Both you and the Healthier At Home team have signed the Healthier At Home agreement.

What if I am worried about my child?

If you are worried about your child whilst on the Healthier at Home scheme, please call the CAT Unit on 0113 392 7437 and one of the team will be happy to chat to you.

You will also have open access to return to the CAT Unit for 24 hours after discharge from the virtual ward. Please call the unit on the number above if you are concerned or wish to re-attend.

Feedback

This is a new service at Leeds Children's Hospital and we would really welcome your feedback, to help us to continue to improve the care we offer the children of Leeds.

Someone will call you from the service or you can scan the below QR code to access a quick survey to share your feedback, thank you in advance.



<https://ratemynhs.co.uk/survey/8eba9035-363e-450e-abe9-cfdc8cdb6988>

Further information

Information leaflets on common conditions can be found:



<https://www.leadsth.nhs.uk/a-z-of-services/childrens-assessment-and-treatment-unit/>



Healthier Together:
<https://wyhealthiertogether.nhs.uk>

Healthier at Home Agreement

Dear Parent/Carer

Your child requires a further period of observation before they can be discharged from our care. We think they have a condition that is possible to observe from home, rather than in hospital using video technology. Before allowing you to take your child home there is a need for us to both agree on a few items set out below.

You

1. I have a good internet connection that supports "Attend Anywhere."
 - This is the digital system the hospital uses, and it will be used to assess your child. You will be shown you how to use the system before you leave the department. Information can be found on the following link:
<https://www.leedsth.nhs.uk/video-consultation-2/appointments-by-attend-anywhere-2/>
2. I will remain at the address you have given us while you are in the service.
 - We need to know where your child will be so if they become unwell help can be sent to you immediately. If your child is not at the address given, it may be necessary to involve the police and social care to ensure their safety.
3. I will be available to be contacted at the pre-arranged time:
 - This is to make sure you are not kept waiting unnecessarily.
4. I will immediately reattend if asked to by the nurses or doctors on the CAT unit
 - This is because the nurses or doctors think your child looks unwell and a change in treatment is needed.
5. If my child's is not improving after a period of observation then they need to be seen on the CAT unit.
 - This is because we may need to do some tests or change their treatment.

The Hospital:

6. We will give you verbal and written information about your child's condition and what to look for, particularly when to seek urgent treatment.
7. You can contact the CAT unit at any time on **0113 392 7437**
Healthier at Home Nurses can be contacted between 08.30 - 20.00, Monday to Friday on **0113 392 0926**
8. We will be available to review your child via "Attend Anywhere" at the agreed times.
9. If there is no answer, we will try and contact you a further three times and if we cannot contact you, you will be discharged from the service and may not be offered it again in the future.
10. We will call you at and decide from then how often to contact you.

Carers Signature	Healthier at Home Signature
<input type="text"/>	<input type="text"/>
Carers Name	Healthier at Home Name
<input type="text"/>	<input type="text"/>
Date	Time
<input type="text"/>	<input type="text"/>

Telephone:

Address



What did you think of your care?

Scan the QR code or visit bit.ly/nhsleedsfft

Your views matter



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