

Home Ward (Frailty) Team

Information for patients, families and carers

What is the Home Ward (Frailty) Team?

The Home Ward (Frailty) Team provides care if you suddenly become unwell and can be cared for safely at home instead of going to the hospital. If you are in the hospital, we can help you be discharged earlier.



We work 7 days a week from 08:00am to 8:00pm.



We also offer 24-hour support by phone - contact details are at the end of this leaflet.

To use this free service, you must be 65 years or older, registered with a Leeds GP, and assessed as frailer than average by the healthcare team that referred you.

Referrals can be made by a GP, hospital, Neighbourhood Team or ambulance service.

What are the benefits?

- Care from the Home Ward (Frailty) Team can help a person living with frailty stay at home where they are most comfortable, avoiding being admitted to the hospital.
- For a person living with moderate or severe frailty, being cared for at home can improve the outcome of their care and their experience by reducing any disruption to their lives and the lives of their family and carers.
- Home Ward (Frailty) can support people by helping them return home quicker after a hospital visit, reducing the risk of reduced independence.
- The ward will work alongside others involved in the person's care to ensure a plan is put in place for after their time at the ward.

How will I be monitored and checked?

A highly trained practitioner, such as a Community Matron or Trainee Community Matron, will assess your condition. This includes checking your observations, performing a physical exam and running some tests on blood, urine or sputum to monitor your progress.



They'll also ask you what matters most to you to help create a care plan tailored to you. Family or caregivers are welcome to join you during this assessment.

If you have symptoms like breathlessness or swelling caused by heart issues, a Heart Failure Clinical Nurse Specialist (CNS) might come and visit you.

Your care will be looked after by a clinical team who will offer support through home visits, telephone calls and overnight care if needed.

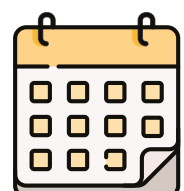
Sometimes, you may need to go to the hospital for more specialist investigations or treatment - the Home Ward (Frailty) Team will organise this for you. This is usually at St James's Hospital. Depending on your results, you will normally come home the same day.

Who will look after me?

- Consultant Geriatrician.
- Community Matrons / Trainee Community Matrons.
- Heart Failure Specialist Nurses.
- Pharmacists / Pharmacy Technicians.
- Physiotherapists / Occupational Therapists.
- Healthcare Assistants.
- Other organisations or charities, e.g. Age UK's Home Comfort Service.

How long will I spend on the Home Ward?

This can be a few days or weeks. When to discharge you will be a joint decision between you and the Home Ward (Frailty) Team.



Support at home

With your consent, we can refer you to services like Home Comfort from Age UK Leeds, Adult Social Services, therapy services, and the Neighbourhood Team for ongoing support during your recovery under the Home Ward (Frailty) Team.

What happens when I am discharged from the Home Ward?

We acknowledge that you may have questions about your care after leaving the Home Ward. If you require additional support, we will direct you to the appropriate services. Otherwise, your GP will take charge of your ongoing care.

What should I do if I feel unwell?

Go to A&E immediately or phone 999 if:

- You are so breathless that you are unable to say short sentences when resting.
- Your breathing has suddenly got worse.
- Coughing up blood.
- You feel cold and sweaty with pale or blotchy skin.
- You have a rash that looks like small bruises or bleeding under the skin which does not fade when you roll a glass over it.
- You collapse or faint.
- You have chest pain.
- You feel agitated, confused or very drowsy.
- You have stopped, or are passing, less urine than usual.



Ring the Home Ward team or 111 as soon as possible if, since you were last seen by the team:

- You are feeling gradually more unwell or more breathless.
- You have difficulty breathing when you stand or move around.
- You feel very weak, achy or tired.
- You are feeling very dehydrated.
- You are shaking or shivering.



You may be improving if:

You feel well enough to do some or all of the daily activities you did before your illness.



Medications

The Community Matron or Heart Failure Clinical Nurse specialists may have adjusted your medication during your stay on the Home Ward. The Frailty pharmacists will inform your GP to update your prescription. If you use a dosette box, the Home Ward (Frailty) Team will ensure your medication is correct for future prescriptions.



What happens if I am receiving temporary care?

If you've received temporary care from the Home Ward (Frailty) Team after discharge, it typically lasts until you can manage independently, over a few days up to two weeks. The Neighbourhood Team will monitor your progress, and if you need long-term care, you'll be referred to Social Services for assessment, which may involve a means-tested financial contribution.

What happens if I need palliative care?

If palliative end of life care is needed following discharge, the Home Ward (Frailty) Team will arrange this. Your care will then be provided by the Neighbourhood Team with support from the local hospice.

Who can I telephone and when?

Home Ward (Frailty) / Neighbourhood Teams (7:00am - 10:00pm):

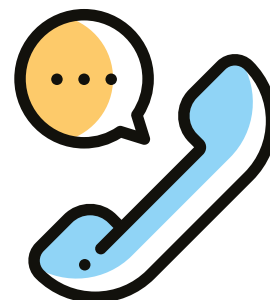
South - 0300 300 3050

North - 0300 300 2999

West - 0300 300 0940

Between 10:00pm - 7:00am, please call **0300 003 0045**

Out of hours non-emergency GP contact – **111**



Let us know what you think

Patient/carer feedback is much appreciated as this helps us ensure the Home Ward is providing a good service. To provide feedback, please complete the feedback form or scan the QR code opposite.



If you would like to talk to someone outside the service contact the **Patient Experience Team** on **0113 220 8585**, Monday to Friday 9:30am - 4:30pm or email lcht.lch.pet@nhs.net

We can make this information available in Braille, large print, audio or other languages - please ask a member of our staff.

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