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Acute Medicine Hospital care at Home (AMH@H)

Emergency department

Information for Patients

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What is Acute Medicine Hospital@Home (AMH@H)?

Acute Medicine Hospital@Home (also called AMH@H) lets you receive the same level of clinical care you would get in hospital, from the comfort of your own home. A team of Advanced Clinical Practitioners (ACPs), Healthcare Assistants and Consultants monitor your progress every day. This can be virtually or with a home visit. The aim is to help you avoid a hospital stay, or to bring you home sooner while your treatment continues.

What happens each day?

Time	What happens
8am to 1pm	A virtual review by the AMH@H team. Where needed, an ACP and Healthcare Assistant will visit you at home for a face-to-face check.
1pm to 5pm	A daily virtual consultant review, assessing your progress and planning your care for the next 24 hours.
5pm to 8pm	The central Hospital at Home team stays available by phone, secure messaging and video call until 8pm.
8pm to 8am	Overnight, please call **NHS 111** for advice, or **999** in an emergency (see below).

Staying in touch (remote monitoring)

You will be asked to record your observations (such as heart rate, oxygen levels and temperature) and answer short symptom questions 1 to 3 times a day using your monitoring equipment. The AMH@H team reviews this information every day and will contact you to talk about how you are getting on.

How long will I be on Hospital at Home?

Most patients are monitored for up to 7 days. In some cases, and following clinical review, this can be extended to a maximum of 14 days.

Contacting the Hospital at Home team

Time	Who to contact
8am to 6pm	Call the direct number given to you by your AMH@H Advanced Clinical Practitioner. You can reach them by calling **0748 360 4376**.
6pm to 8pm	Call the direct number for the central Hospital at Home team. You can reach them by calling **0748 360 4376**.
8pm to 8am	Call **NHS 111**, or **999** if it is an emergency.

If there is a life-threatening emergency, always call 999 right away.

Staying engaged with your care

To remain on Hospital at Home safely, please stay contactable, attend scheduled tests, and take part in daily monitoring. A missed test is rebooked once. If missed again, or if we cannot reach you or your next of kin, care is safely handed back to your GP. You may choose to stop Hospital at Home care at any time. You can do this by telling the team so it can be arranged safely and your equipment can be collected.

Care of your Intravenous Cannula

We have inserted a small plastic cannula (needle) into your arm. This helps us give you antibiotics directly into your bloodstream. This cannula will stay in place for your short course of treatment. The Hospital at Home team will check it whenever they visit you.

Please monitor the site of the cannula each day. It should look clean and dry. It should not be sore.

Contact the team if you notice any of the following:

- The cannula becomes dislodged, falls out, or starts to bleed.
- The area becomes painful or swollen or looks red or hot.
- Fluid leaks from the site, or the dressing becomes loose, wet or dirty.
- You feel generally unwell, shivery or feverish.

If your cannula becomes dislodged

1. Sit down and stay calm. Do not try to push the cannula back in or re-tape it yourself.
2. If the site is bleeding, press firmly over it with a clean tissue, gauze or cloth for at least 5 minutes. Raise your arm above the level of your heart if you can.
3. Once the bleeding has stopped, cover the site with a clean, dry dressing or plaster.
4. If the cannula has come out completely, put it somewhere safe and out of reach of children and pets, and give it to the team when they next visit.
5. Contact the Acute Medicine Hospital at Home or Community Nursing team on **0748 360 4376**. A new cannula will often need to be inserted so that your treatment can continue on time.

Bleeding that will not stop after 10 minutes of firm pressure, or if you feel faint or unwell, call 999 right away.

Who to contact

Time	Who to contact
8am to 6pm	Acute Medicine Hospital@Home or Community Nursing team on **0748 360 4376**, or the direct number given to you by your AMH@H Advanced Clinical Practitioner.
6pm to 8pm	Call the direct number for the central Hospital at Home team. You can reach them by calling **0748 360 4376.**
8pm to 8am	Call **NHS 111** for advice, or **999** if it is an emergency.

Please do not wait until your next visit or review if you are worried about your cannula. Contact the team as soon as you notice a problem, so that your antibiotics are not delayed.

Protecting your cannula when you wash

The dressing over your cannula must stay clean and dry. Water loosens the dressing and increases the risk of infection.

- Have a shower or a strip wash rather than a bath and keep the arm with the cannula out of the water.
- Before washing, cover the cannula and dressing with a waterproof cover, or a plastic bag or cling film sealed with tape above and below the dressing. Do not wrap tape tightly all the way around your arm.
- Pat the area dry afterwards rather than rubbing it, and check that the dressing is still stuck down on all sides.
- Do not put creams, oils, talcum powder or perfume near the cannula site.
- When getting dressed, put the arm with the cannula into the sleeve first. When undressing, take that arm out last. Loose sleeves are easiest.
- Avoid heavy lifting, leaning on that arm, or letting pets scratch or pull at the dressing.

If the dressing gets wet, dirty or starts to lift

Do not re-tape or replace it yourself. Contact the Hospital at Home or Community Nursing team on **0748 360 4376** and it will be changed for you.

When your treatment finishes

The team will remove the cannula for you and press on the site for a couple of minutes before applying a small plaster. You take this off the next day. If the site becomes red, painful or swollen, or you feel unwell in the days after the cannula is removed, contact your GP practice or call **NHS 111.**

Health information and support is available at www.nhs.uk or call 111 for non-emergency medical advice
Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals.
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہِ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
إذا كنت ترغب في الحصول على هذه المعلومات بلغةٍ أُخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો.

If you would like this information in another language or format such as EasyRead
or Braille, please telephone 0116 250 2959 or email uhl-tr.equalitymailbox@nhs.net

We are a research hospital and you may be asked to take part in research

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