

# Being treated on a virtual ward for community acquired pneumonia (CAP) / lower respiratory tract infection (LRTI)

Specialist Pneumonia Intervention

Nurse (SPIN) Team

Information for Patients

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## Introduction

You have been given this leaflet because you or a close relative or friend have been diagnosed with pneumonia or a chest infection. We feel that you could benefit from being discharged onto our virtual ward to help provide ongoing support and monitor your recovery.

## What is a virtual ward?

A virtual ward is a way for healthcare staff to keep track of people's health outside of hospital. This allows us to offer support and care to you at home, in your own environment.

## The equipment

We will check on you every day with the equipment we have given you. We will also answer any questions related to your symptoms and recovery.

You will be sent home with

- a blood pressure monitor,
- thermometer and
- pulse oximeter

before leaving hospital.

We can send you home with a device with the software pre-loaded. There is also an app you can download on to your own smartphone.

Please search for "**CliniTouch**" on your app store to download the app to your own device. We can **give** you login details for this.

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

## How it works

You will stay on the virtual ward for anything up to 14 days.

You will input any data that is needed into your device.

A member of the Specialist Pneumonia Intervention Nursing (SPIN) team will check the data you input. They will contact you by a phone call or a text message.

You need to input data 2 times a day. You will complete one question set in the morning and one in the afternoon as below.

1. **‘CAP morning’** question set **must** be completed by **10.30 am**. This is a full set of questions asking about your symptoms as well as a set of observations.
2. **‘Community acquired pneumonia clinical observations’** must be done between **1.30 pm and 2 pm**. This is just a set of observations

## Virtual ward stay

On Day 1 after your discharge, we will contact you to complete an assessment. This will either be by phone or video call.

**Day 1 assessment date:** \_\_\_\_\_

Your care plan will be reviewed on day 5 to reassess your monitoring input.

**Day 5 assessment date:** \_\_\_\_\_

We hold a team discussion every week with different professionals. These include a consultant, advanced nurse practitioner and microbiologist. We will contact you after this discussion if there is any advice or more information needed.

## Out of hours service

The pneumonia nursing team work 08.00am to 6.00pm 7 days a week.

If you begin to feel worse or have any of the below symptoms outside of these times please contact 111 in the first instance. A team will be aware of your admission to our virtual ward.

If necessary you may be told to call 999

**Red flag symptoms** to report to the team, or 111 or 999:

- Severe breathlessness at rest
- Difficulty breathing
- Pain or pressure in the chest
- Cold, clammy or pale and mottled skin
- New confusion
- Becoming difficult to rouse
- Blue lips or face
- Peeing very little or not all
- Coughing up blood

## Giving feedback on your care

Once your stay on the virtual ward has finished and a nurse has told you of your discharge, a survey will be uploaded to your device. It is called "Patient Feedback Questionnaire".

There is also a link below to a survey for our service or you can scan the QR code:

[https://share-eu1.hsforms.com/14WpLtkaoQIWPAkYUV3\\_5pQ2dl3o1](https://share-eu1.hsforms.com/14WpLtkaoQIWPAkYUV3_5pQ2dl3o1)



We would like you to complete this survey. It will give us feedback on the service. It will also help guide us in ways to improve.

## Equipment collection

We will arrange for the equipment loaned to you to be collected. This is done by a company called Spirit. They will get in contact with you to arrange collection.

If you have not had any contact about this in 4 weeks please contact the service who can chase this for you.

## Further information and support

Telephone: 07977 957 257

0116 258 3312

Email: [spinmailbox@uhl-tr.nhs.uk](mailto:spinmailbox@uhl-tr.nhs.uk)



## Space for any questions you may have:

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

Previous reference:

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)