Royal United Hospitals Bath
NHS Foundation Trust

RUH@Home
Royal United Hospitals Bath

There is good evidence that patients recover more quickly and have a better experience when they receive hospital level care in familiar surroundings.

RUH@Home is a type of Virtual Ward /Hospital at Home. RUH@Home provides hospital level care in patients' own homes as a safe alternative to a hospital stay. RUH@Home supports patients who would otherwise require treatment in hospital.

RUH@Home is led by an RUH medical consultant and is a multidisciplinary service – see who's who below. You will have a personalised treatment plan based on your clinical needs, and a daily review, either by telephone or during a home visit.

For more information, please see the RUH webpage:

https://www.ruh.nhs.uk/HospitalAtHome

Opening hours:

Hospital at Home is available every day, including bank holidays, from 8am to 6pm. You can contact the team during these hours on: **07799 035 198**

Only leave a voicemail for a routine request that can safely wait until the next day. If you feel unwell, follow the guidance on page 3.

Outside these hours, call NHS 111 for urgent advice.
In a life-threatening emergency, call 999.

Information for Paramedics and Other Healthcare Professionals: If you attend an RUH@Home patient, please telephone the team and explain the reason for your visit. Outside opening hours, leave a voicemail for the team to pick up from 8am the following day.

Who's who at RUH@Home?

These are some of the people you may meet while receiving care from RUH@Home.

Students and trainees may also work alongside our regular team.



What to do if you feel unwell:

If your condition changes or you become more unwell, use the guidance below. Ask someone to help you if needed.

Go to A&E immediately or call 999:

- **signs of a heart attack**
  chest pain, pressure, heaviness, tightness or squeezing across the chest
- **signs of a stroke**
  face dropping on one side, cannot hold both arms up, difficulty speaking
- **sudden confusion (delirium)**
  cannot be sure of own name or age, slurred speech or not making sense
- **suicide attempt**
  by taking something or self-harming
- **severe difficulty breathing**
  not being able to get words out, breathing very fast, choking or gasping
- **heavy bleeding**
  spraying, pouring or enough to make a puddle
- **severe injuries**
  after a serious accident
- **seizure (fit)**
  shaking or jerking because of a fit, or unconscious (can't be woken up)
- **sudden, rapid swelling**
  of the lips, mouth, throat or tongue
- **labour or childbirth**
  water breaking, more frequent intense cramps (contractions), baby coming, or just born
- **signs of a severe infection (sepsis)**
  blue, grey, pale or blotchy skin, lips, tongue, palms of soles; a rash that does not fade when you roll a glass over it or high temperature with a stiff neck / bothered by light

08:00 to 18:00

Call RUH@Home on 07799 035 198

Outside our opening hours call 111 if:

- You are feeling gradually more unwell and/or breathless
- You are having difficulty breathing when standing up or moving around
- You feel very weak, achy or tired
- You are shaking or shivering
- You have lost your appetite
- You sense that something is wrong
- You have a cannula that is bleeding a lot, despite following instructions on cannula leaflet

It is possible to contact 999 via Relay UK if you are hard of hearing, deaf or speech impaired. BSL is also available. For more information, scan the QR code or ask one of the Hospital at Home team for more information.

How does RUH@Home work?

When you are admitted to RUH@Home, we will agree a personalised care plan with you and, with your permission, with your family or carers too. Your care will be overseen by a consultant led healthcare team. Your care plan will reflect what matters to you and the outcomes you want to achieve. Throughout your episode of care, you will remain under the responsibility of the RUH@Home team. Once hospital level care is no longer required, you will be discharged back to the care of your GP and community services as appropriate.

How will I be monitored?

We will monitor your recovery through home visits and remote contact, such as telephone reviews. If your recovery is not progressing as expected, we will discuss this with the appropriate member of the team and adjust your care plan. Changes may include reviewing your medicines or providing additional medical or therapy equipment. Remote monitoring may also be offered when appropriate.

How will tests be arranged, and how will I receive the results?

RUH@Home will arrange blood tests and, where needed, appointments at the hospital for other investigations e.g. scans. We will share the results with you when they are available. If you are discharged before a result is reported, we will agree who will follow it up, which may be your GP. This will be decided according to your individual circumstances.

What if I need help getting to hospital?

We will discuss your individual circumstances with you. If you meet the eligibility criteria, we can arrange patient transport. Eligibility is set by the transport provider, so transport cannot always be guaranteed. Please speak to the team if you are unsure or if your circumstances change and you can no longer travel safely.

What time will you visit me?

We cannot give an exact visit time because clinical priorities may change during the day. We will take account of important appointments, family commitments and other responsibilities wherever possible. However, visit times depend on clinical need, staff availability and travel routes, so we cannot usually guarantee a specific time unless it is agreed as part of your care plan. Please tell us as early as possible about anything we need to consider.

Medication: who will provide my medication?

While you are receiving care from RUH@Home, we will provide the medicines you need. Please do not order medicines from your GP or usual pharmacy unless the RUH@Home team asks you to, as your prescription may have changed.

If you are running low on any medicine, tell a member of the RUH@Home team. We can arrange a further supply and deliver it to you when required.

If you usually receive medicines in a dosette box, the RUH@Home Pharmacy Team will contact your usual pharmacy. If your pharmacy cannot continue to supply it safely while you are under our care, RUH Pharmacy will prepare a replacement dosette box and a member of the team will deliver it.

When you are discharged from RUH@Home, we will send your discharge summary to your GP so that your medicines record can be updated and the correct medicines can continue to be supplied.

Pharmacists can answer questions about medicines supplied by the RUH within the last four weeks.

Pharmacists are available to answer your questions about medication given to you by the RUH in the last four weeks.

RUH@Home Pharmacy 01225 825361

Monday to Friday: 9am - 10am and 2pm - 4.30 pm

Virtual Monitoring

You may be given a monitoring kit so that you, a family member or a carer can record observations at home. We will teach you how to use it. Once you have the readings you can contact the team and we can review and action any concerns. Using the kit does not replace home visits; it provides additional support.

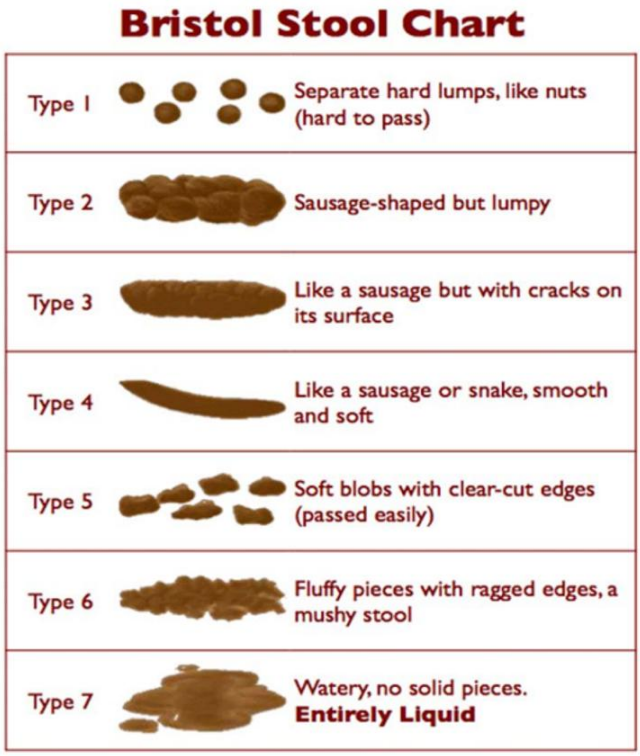
What do we use?

You may be asked to take your blood pressure, temperature and oxygen saturations.
You might also be asked to weigh yourself.

		
Automatic Blood Pressure Monitor	Thermometer	Oxygen Saturation Monitor

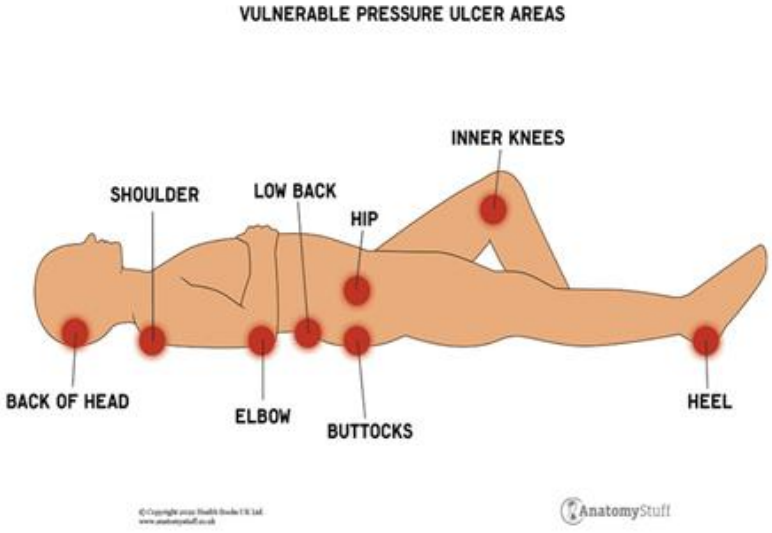
Bowel Health

We will monitor your bowel function throughout your care at home. This may include recording your bowel movements using the Bristol Stool Chart, which helps the team identify and manage constipation, diarrhoea, or other bowel-related concerns promptly.



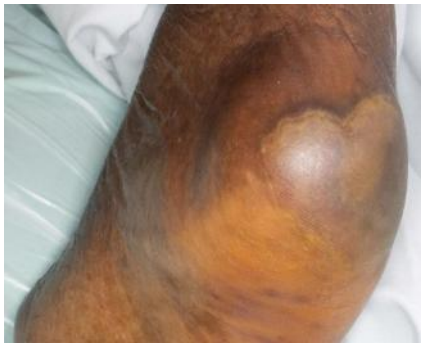
Pressure Ulcer Prevention

A pressure ulcer is an area of damage to the skin and underlying tissue caused by prolonged pressure. Pressure ulcers are also called pressure sores or bedsores and often develop over bony areas of the body. The picture shows common areas where they may occur.



What To Look Out for On Your Skin

- Red areas of skin
- Pain or swelling
- Change in Sensation-Pins and Needles or Numbness
- Blisters or Wounds





How to Avoid Getting a Pressure Ulcer:

- Change your position regularly, at least every two to three hours unless your clinical team advises otherwise.
- Eat a balanced diet and drink enough fluids, unless the RUH@Home team has advised you to limit fluids.
- Ask a member of the team to check any area of skin that feels sore or looks different.
- Wash your skin gently with warm water, pat it dry and use moisturiser regularly.
- Use barrier cream if you are incontinent, or discuss skin protection with the RUH@Home team.

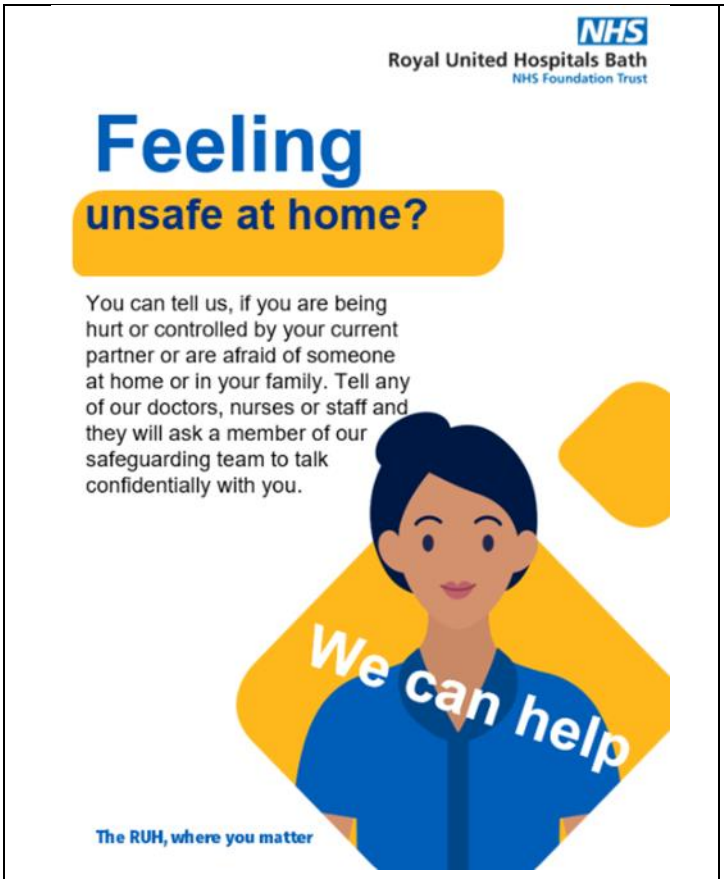
Falls Prevention and Safety:

Being unwell can increase your risk of falling. Infection, weakness, dizziness, dehydration, some medications and changes in mobility can all affect your balance, strength, and confidence.

Simple steps such as keeping walkways clear, wearing well-fitting footwear, standing up slowly, and remaining as active as possible can help reduce the risk of falls and support your independence.

We will assess your risk of falls and work with you to reduce this risk while you are receiving care at home. This may include reviewing your mobility and balance, identifying trip hazards, checking any equipment you use, and providing advice to help you move safely around your home.

Other useful information:







Community Wellbeing Hub
Telephone: 0300 247 0050
Monday to Friday, 9am to 5pm
(B&NES only)

If you have any questions, contact the RUH@Home team:
07799 035 198

Royal United Hospitals Bath NHS Foundation Trust
Combe Park, Bath, BA1 3NG

01225 428331 | www.ruh.nhs.uk

If you would like this leaflet by email, in large print, in Braille or in another language, please contact the Patient Support and Complaints Team on 01225 825656.

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