

Useful contact details

- **Hospital at Home Service**
Tel. 0781 172 1993
Open 24 hours, 7 days a week.
- **NHS24**
Tel. 111 (please note that during your treatment with the Hospital at Home service you should use the above contact details, rather than NHS24)
- **NHS Western Isles switchboard:**
Tel. 01851 704 704

At any time, if you experience any acute life-threatening emergency dial 999

We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff
- visit our website feedback section at: www.wihb.scot.nhs.uk or share your story at: www.careopinion.org.uk or tel. 0800 122 31 35
- tel. 01851 708069 Monday-Friday between 9am-5.30pm.



Bòrd SSN nan Eilean Siar
NHS Western Isles

Hospital at Home Service



Version: 2 Review Date: December 2024
Written by: Hospital at Home Service.

Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

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Information for patients and carers

Based on your recent assessment, you have been assessed as being suitable to be cared for using the Hospital at Home service in your usual home setting.

Hospital at Home service

The Hospital at Home service is short-term care based in your own home or in a care home setting.

It delivers therapies which usually would have required you to be an inpatient in a hospital setting.

Patients are admitted into the service after being assessed by clinical Consultants at the Western Isles Hospital, and found to be appropriate for this arrangement.

Whilst you are receiving the Hospital at Home service, you will remain under the care of your Consultant - the same as if you were a hospital inpatient.

You will have a personalised treatment plan when you enter the Hospital at Home service. Your Hospital Care Team will explain this to you.

Health professionals will also regularly visit your home during the course of your treatment to offer health care and support.

Treatments offered

The following are some of the types of treatment that patients can expect to receive from the Hospital at Home service:

Oxygen Therapy

If appropriate, Oxygen Therapy will be provided using a portable device (an oxygen concentrator) which can enable you to remain in your usual residence.

Patients who receive oxygen in this way will have been assessed to establish the amount of oxygen they require, and will have regular monitoring of their oxygen requirements as defined by the Consultant in charge.

The IGo2 concentrator has no storage tank, but rather converts air into pure Oxygen so the device remains lightweight and portable.



Antibiotic and Fluids

If appropriate, you will be able to receive fluids and antibiotics into a drip in your arm.

This will be co-ordinated by the care team who will keep a careful eye on your pulse, blood pressure, blood tests and the drip site.

This will continue for as long as the teams think it is providing benefit.



Routine observations

This includes:

- blood pressure
- temperature
- pulse
- oxygen levels
- blood test

