

NHS@Home

NHS@Home provides clinical care for people who are acutely unwell in their own homes across Bristol, North Somerset and South Gloucestershire. The service enables people to get the care they need at home safely and conveniently, rather than being in hospital. NHS@Home uses a mixture of digital monitoring on a virtual ward, telephone support and face to face visits from specialist teams. Each pathway has a multi-disciplinary team with specialist consultants. The following pathways are available:

Hospital at Home (NBT only)	IV antimicrobials (OPAT)	Respiratory	Heart Failure	Frailty	General
Provides hospital care to people that were in hospital, but who are fit enough to be at home.	Provides Outpatient Parenteral Antimicrobial Therapy (OPAT) to people at home.	Provides acute care in the home to adults with a respiratory illness (new or exacerbation), e.g. pneumonia, COPD.	Provides acute care in the home to people with decompensating heart failure requiring IV or high dose diuretics.	Management of acute illness in frail older people in the home environment, alongside community nursing. This includes people experiencing falls, UTIs, cellulitis and mild delirium.	For general medical and surgical cases that do not meet criteria for other pathways.
In-patient model	Out-patient model				
Interventions and treatments available					
<ul style="list-style-type: none"> • Digital monitoring • Vital signs / NEWS2 monitoring • Anti-coagulation support • Blood glucose monitoring • Bowel monitoring • Catheterisation • Complex wound management include VAC therapy, larvae, SNAP, PICO and provena 	<ul style="list-style-type: none"> • Drain management • ECG • Fluid / hydration monitoring • IV medication – Abx • IV medication – diuretics / other drugs • Management of acute oxygen therapy • Management of high dose diuretics • Medication review (specialist nurse only) 	<ul style="list-style-type: none"> • Nephrostomy care • Optimisation of long term condition • PICC care and port management • PICC line removal • Pressure area monitoring • Risk management renal failure • Simple wound management • Stoma care 	<ul style="list-style-type: none"> • Surgical drain care including flushing • Urine analysis / sampling • Venepuncture • Weight monitoring 		

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Step up / step down and who can refer

<p>Step down: NBT referrals only.</p>	<p>Step down: any hospital can refer.</p> <p>Step up: any healthcare professional can refer.</p> <p>Please ensure you have consulted with microbiology before making your referral.</p>	<p>Step down: any hospital can refer.</p> <p>Step up: any healthcare professional can refer.</p>	<p>Step down: any hospital can refer.</p> <p>Step up: referrals accepted from Community Heart Failure Team only.</p>	<p>Step down: any hospital can refer.</p> <p>Step up: any healthcare professional can refer.</p>	<p>Step down: any hospital can refer.</p> <p>Step up: any healthcare professional can refer.</p>
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How to refer

Hospitals: please phone your NHS@Home team between 8am and 6pm and they will support you to refer:

UHBW: **0117 3422327**.

NBT: **0117 4140275**.

GPs / SWAST/ community nurses: please use your usual routes e.g. week day professional line or SPA for Urgent Care response.

If you are unsure or would like advice, please call the NHS@Home hub on **0300 125 5001** (7 days a week, 8am - 8pm).
To discuss an individual with the Respiratory Clinical Advice and Guidance Team, please call **0333 230 1471** (between 8am - 6.30pm).