

Virtual Ward

Information for patients

You have been assessed as suitable to continue your recovery, at home, on our virtual ward.

What is a virtual ward?

A virtual ward is safe alternative to staying in an NHS bed, by providing you with wearable technology which will allow us to continually monitor you while you are at home.

The equipment we will provide you with, will monitor you and provide us with alerts if your observation change. You will also be provided with an iPad to communicate your observations. You will be shown how to use the equipment when it is delivered to you.

You will receive a video call every day, to check on your progress and so you can talk to clinical staff to aid your recovery.

By monitoring your condition, it means that if you become unwell, this will be picked up early and we can access treatment quickly for you.

You will **remain in the care of the hospital**, in this case Maidstone and Tunbridge Wells NHS Trust during your stay on the virtual ward.

Equipment

You will be provided with an overview of the equipment before you leave the hospital.

You may be provided with:

- iPad
- Pulse oximeter*
- Scales*
- Blood pressure cuff*
- Thermometer*

*Subject to your clinical need.

The equipment will be delivered to your home address, after you leave the hospital, unless we give it to you before you are discharged.

Please set up the equipment immediately after you receive it. There will be detailed instructions provided within the equipment kit. If you do not have WIFI, the iPad will still connect by a mobile connection.

The app used to monitor you is called Luscii and will be preinstalled for you. If you need any technical support please call: 📞 **01622 939615 Option 6.**

How long will I be on the virtual ward?

The maximum is 14 days; however, most people will be on the ward for a much shorter period.

Am I allowed to leave my home?

Yes, there is no restriction, providing that you take care of yourself.

Can I remove the measuring equipment?

Generally, yes, however you must follow the guidance provided by the clinical staff, to best manage your condition.

What happens when I am better?

The clinical staff will speak to you and discharge you from the virtual ward and the hospital.

You will be discharged to the care of your GP.

Please switch off the equipment and re-box it. We will arrange to collect it from your home.

What happens if my condition deteriorates?

Please follow the instructions on the iPad, to escalate this to the clinical monitoring team.

If for any reason you are unable to do this, please telephone: ☎ **01622 939615 Option 6.**

Should I call my GP

There is **no need to call your GP**, as you remain in the care of the hospital.

Unless you require a standard repeat medication or you become unwell due to another condition.

Further information and advice can be obtained from:

Maidstone & Tunbridge Wells NHS Trust website: www.mtw.nhs.uk

The main contact for the virtual ward hub is: ☎ 01622 939615 Option 6.

Maidstone and Tunbridge Wells NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the Patient Advice and Liaison Service (PALS). We will do our best to arrange this.

Maidstone and Tunbridge Wells NHS Trust welcomes all forms of feedback from our patients, their families and carers. If the standard of service you have received from the Trust does not meet your expectations, we want to

hear from you. Please talk to the ward manager or the nurse in charge in the first instance, or you can contact the **Patient Advice and Liaison Service (PALS)** on:

Telephone: ☎ 01622 224960 or ☎ 01892 632953

Email: mtw-tr.palsoffice@nhs.net

or visit their office at either Maidstone or Tunbridge Wells hospitals between 9.00am and 5.00pm, Monday to Friday.

You can be confident that your care will not be affected by highlighting any areas of concern or making a complaint. The Trust will retain a record of your contact, which is held separately to any medical records. If you are acting on behalf of a patient, we may need to obtain the patient's consent in order to protect patient confidentiality. More information on PALS or making a complaint can be found on the Trust's website: www.mtw.nhs.uk or pick up a leaflet from main reception.

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