

Edinburgh Hospital at Home

Information for patients



H@H telephone number 0798 917 0797

Who and what is the Hospital at Home service?

Hospital at Home (H@H) is a multidisciplinary acute care team, made up of hospital consultants, doctors, advanced nurse practitioners, nurse practitioners, assistant practitioners, and clinical support workers. We have other members of the team who may visit you if you need this. These include, physiotherapists, mental health nurses and pharmacists.

We will carry out assessments, investigations and diagnose illness. We will provide the treatment, interventions and rehabilitation that you need. We will discuss your goals with you and your family to help plan your future care.

Discharge

We will let you know when you are discharged from the Hospital at Home service. Your care will then revert to your GP and the other community services involved in your care. We are unable to accept self-referrals to our service. Should you become unwell again, then please contact your GP who can refer you back to the Hospital at Home service, if they have assessed that our input is required as an alternative to admission to hospital.

Visits and visiting times

Unfortunately, the Hospital at Home service are unable to provide our patients with a precise visiting time. We aim to see our patients throughout the day between the hours of 8am until 8pm. Should you have, any issue, that requires a specific time requirement, please contact us and we will accommodate your request. For operational reasons, we may not be able to provide the same staff attending at each visit.

Should there be a reason that the Hospital at Home team cannot visit you as planned, you will be contacted by the Hospital at Home nurse coordinator to inform you of this and reschedule your visit.

If your condition begins to get worse

If you, your family, or carers feel that there is any deterioration in your condition please contact the Hospital at Home team on **0798 917 0797** between the hours of 08:00 to 20:00 Monday to Sunday including public holidays.

Outwith these hours please contact. NHS 24 on 111

At any time if you feel it is an emergency dial 999 and ask for an ambulance.

Contacting Hospital at Home

H@H telephone number 0798 917 0797

Please be aware that we cannot always answer the phone straight away, we may be driving or in the middle of a patient consultation. If this happens, please leave a message and we will get back to you as soon as possible. The team operates a seven-day a week service. 08:00 to 20:00, Monday to Sunday including public holidays. Outwith these hours please contact NHS 24 on 111. In an emergency call 999 and ask for an ambulance.



H@H telephone number 0798 917 0797