



Western Health
and Social Care Trust

Quality Care- for you, with you

Acute Care at Home Service for Older People



A Guide for Patients and Families

What is the Acute Care at Home Service?

The Acute Care at Home Service is a consultant led community scheme to support patients mainly over the age of 65 to:

- Help you to be as safe and independent as possible at home.
- Provide acute medical care at home.
- Avoid unnecessary admission to hospital.
- Enable you to leave hospital once you are medically stable to do so.

How am I referred to the Acute Care at Home Service?

You may be referred to the service by your GP who will contact us to discuss the best place of care to meet your specific needs.

If you have been in hospital, you may be referred to us by your Doctor on the Ward or by the Emergency Department Doctor.

What does the service involve?

You may be offered the service, involving care or support for up to seven days, from some of our specialist staff:

- Consultant Geriatrician
- Speciality Doctor
- Pharmacist
- Nursing Sisters/ Charge Nurses
- Staff Nurses
- Physiotherapist
- Occupational Therapist
- Support Workers

We will work with you and your family to provide the level of care required to keep you safe in your own home, reviewing this daily and discharging you when you are medically able.

What do the team provide?

We provide a comprehensive Geriatric assessment, giving you the same access to X-rays, scans and blood results as if you were a patient in a hospital ward.

Your GP or hospital doctor and the Acute Care at Home doctor will agree what support you need and whether this should be provided through home visits or our Rapid Access Clinics which is based in Ward 19 Altnagelvin Hospital.

How do I contact the team?

We can be contacted from 8am to 5pm from Monday to Friday on **Tel: 028 71864324**

Specialist Nursing staff provide on call from 5pm to 10pm each evening and from 8am to 10pm on Saturdays, Sundays and Bank Holidays and will provide you with their contact details.

If you are concerned about a deterioration in your condition outside of these hours we advise you to contact the GP Out of Hours Service **Tel: 028 71865195** or in an emergency, **Tel: 999** for ambulance support.

Contact us

Tel: 028 71864324

Email: acutecare.home@westerntrust.hscni.net

**Comments and suggestions are always
welcome.**

**Acute Care at Home Service for Older People
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