

Virtual ward / Hospital at home support



Practical and emotional support for people in their own homes, while being cared for as part of a virtual ward or hospital at home service. By delivering a variety of support, we enable clinical teams to focus where they are needed most while enabling people to feel safe, listened to and engaged in their own health care.



The challenge

- Moving care closer to home
- Stretch targets for virtual ward bed occupancy
- Patient flow through acute hospitals
- People who no longer require hospital care residing too long in an acute bed
- Supporting people to actively manage their own health – patient activation
- Lack of social support for lonely and isolated people
- Delays due to transport issues
- Anxiety and concern about being cared for at home.



The service

A team of professionals working as an integral part of, or as an extension to a multidisciplinary team, **responsible for the care and support of people residing on the virtual ward**. Holistic support planning, goal setting and interventions that help improve a person's **wellbeing, independence and resilience**. With an option to include regulated activities such as **personal care**.



The impact

- ▶ **Removes practical and emotional barriers** to a timely discharge from an acute bed
- ▶ **Reduced** likelihood of **readmission**
- ▶ People feel **well supported and less anxious**
- ▶ People regain their **independence**
- ▶ Equity of **access to a virtual ward**
- ▶ **Removing barriers** to using remote health monitoring technology, **enabling digital inclusion**
- ▶ People are **supported in a safe environment**, with access to food and support options should their needs escalate
- ▶ People are better informed and **connected** with other services and **social support networks**
- ▶ **Empowerment** of carers through **increased support**.

*"I can really see where this sort of support would **help improve our patients' experiences** and reduce their anxieties."*

NHS virtual ward manager, London