

Hospital at home (virtual ward) contact number and working hours

If you would like to contact someone from hospital at home
(virtual ward) you can call;

0151 430 2192

You can contact hospital at home (virtual ward) between the
hours of 8am to 8pm, 7 days a week.

If you feel unwell outside of these hours, please call 111/999

MWL Hospital at Home (Virtual ward)

Information for patients, relatives and carers

If you need this leaflet in a different language or accessible format
please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید،
لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formie,
proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil,
vă rog să discutați cu un membru al personalului să se ocupe
de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق
يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

St Helens Hospital
Marshalls Cross Road,
St Helens, Merseyside, WA9 3DA
Telephone: 01744 26633

Whiston Hospital
Warrington Road,
Prescot, Merseyside, L35 5DR
Telephone: 0151 426 1600

Ormskirk Hospital
Dicconson Way, Wigan Road,
Ormskirk, Lancashire, L39 2AZ
Telephone: 01695 577 111

Southport Hospital
Town Lane, Kew,
Southport, Merseyside, PR8 6PN
Telephone: 01704 547 471

What is hospital at home (virtual ward)?

Your hospital, GP or urgent community response team feel that your condition is stable and you can safely recover at home, providing you have the right support and monitoring. We can offer this support and monitoring at home; this is called hospital at home (virtual ward).

The NHS is increasingly introducing hospital at home (virtual ward) to support people at the place they call home. You will be visited regularly in your own home by our specialist nursing staff.

A plan of care for you will be put in place and regularly reviewed.

Hospital at home (virtual ward) means you can stay in the comfort of your own home having community nurses monitoring your condition with oversight from a consultant, until you get better.

The joy of staying at home is that you are more comfortable in your own home, you can sleep in your own bed, you can eat and drink when you feel like it and get up when you feel like it. Also, you are less likely to get any other infections if you are in your own home.

Clinical staff will have a discussion with you about being cared for by hospital at home (virtual ward) before being transferred onto it.

What should I do if I feel unwell?

Go to A+E immediately or call 999 if:

- you're so breathless that you're unable to say short sentences when resting
- your breathing has suddenly got worse
- you cough up blood
- you feel cold and sweaty with pale or blotchy skin
- you develop a rash that looks like small bruises or bleeding under the skin and does not fade when you roll a glass over it
- you collapse or faint
- you feel agitated, confused, or very drowsy
- you've stopped peeing or are peeing much less than usual

Ring your virtual ward team or 111 as soon as possible if:

- you're feeling gradually more unwell or more breathless
- you have difficulty breathing when you stand up or move around
- you feel very weak, achy, or tired
- you're shaking or shivering
- you've lost your appetite
- you sense that something is wrong
- you're unable to care for yourself - for example, tasks like washing and dressing or making food are too difficult

Good signs and readings that show you may be improving:

- Gradual improvement
- Fully mobile, able to manage stairs (if this is normal for you), not confused
- Normal eating and drinking

If you live alone, ask a friend, family member or neighbour to also check up on you.