

# Heart Failure Virtual Ward

## Cardiology

### Patient Information Leaflet

Contact Number 01384 323158

## Welcome

### What is Heart Failure?

Heart Failure is a condition where the heart is not able to pump enough blood around the body. This can lead to fluid build up and symptoms of shortness of breath, persistent cough, swelling in the ankles, legs and tummy.

### What is the Heart Failure Virtual Ward?

The Heart Failure Virtual Ward is designed to provide specialist nursing care to patients as a safe alternative to inpatient hospital care. This could be for people with deteriorating signs and symptoms of Heart Failure, who could, and wish to, be cared for in their usual place of residence. We also admit people with a new diagnosis of heart failure that need the extra support and education around Heart Failure and the implementation of new medication. The virtual ward can be used to facilitate an early discharge from hospital if this is safe to do so and/ or to avoid a hospital admission where appropriate.

## **Our promise to you**

We will endeavour to always provide excellent communication between our Heart Failure Virtual Ward Team, yourself, family and carers.

We will always listen to your feelings, fears, views and beliefs. We will work in partnership with you, your family and carers and provide you with the information about your condition, treatments and possible side effects. We aim to get you onto the best medications to help maintain a stable heart function and safeguard your quality of life.

## **What can I expect?**

Our Heart Failure Virtual Ward Nurses will come out to see you at home, they will conduct an initial assessment and ask you some questions based on your symptoms. They will teach and provide you with some equipment to enable your monitoring at home, this includes:

- A blood pressure machine
- Oxygen Saturation/ Pulse Oximeter probe
- Weighing scales
- Docobo telemonitoring device- to upload your observations

You will upload/ telephone through your observations twice a day whilst onboarded to the Heart Failure Virtual Ward this is usually by 9am and 3pm

The Virtual Ward Nurses will implement an initial plan based on your symptoms and this is discussed with our Heart Failure Consultant, to ensure your safety at home. We will also write to your GP to make them aware that we have admitted you to heart failure virtual ward.

We will conduct a review each day that you are on the Heart Failure Virtual Ward either by a telephone call or a home visit.

We also offer patients intravenous furosemide therapy should this be needed. This can be done either at home or at Brierley Health and Social Care Centre.

### **How long will I stay on the Heart Failure Virtual Ward for?**

How long you stay on the Heart Failure Virtual Ward is judged individually by each patient and how your recovery is.

### **What happens if I feel worse?**

Your observations will be monitored by a member of the Heart Failure Virtual Ward Nurses and if these indicate a deterioration then we will call you to conduct a review and give clinical advice if this is required. If out of hours please call 111 or 999 in an emergency situation.

We are available 7 days a week between 8am- 6pm. Our contact number is 01384 323158. Please leave an answer phone message with your full name, NHS number and mention that you are in the virtual ward.

### **What happens once I am discharged from the Heart Failure Virtual Ward?**

We will arrange a home visit to come and collect the equipment from you, and, we will refer you to the Community Heart Failure Nurse for a follow up. We will also inform your GP of the discharge from the Heart Failure Virtual Ward.

If you have any questions, or if there is anything you do not understand about this leaflet, please contact:

Department details here

Russells Hall Hospital switchboard number: 01384 456111

**This leaflet can be downloaded or printed from:**

<http://dgft.nhs.uk/services-and-wards/>

If you have any feedback on this patient information leaflet, please email [dgft.patient.information@nhs.net](mailto:dgft.patient.information@nhs.net)

**This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.**

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此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta broșura poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

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