

Virtual Ward: Remote Monitoring

Patient Information

Urgent Care Services



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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Welcome to Wrightington, Wigan & Leigh Teaching Hospitals NHS Foundation Trust Virtual Ward

Service hours are 8am until 7:30pm every day, with local community urgent care wrap around services supporting care in the home. Once you agree to be monitored at home on the virtual ward the Virtual Hub trained professional will show / help you to set this up.




Remote monitoring is easy to use in your own home. From 8am – 7:30pm you can contact the team via phone or if you prefer you are able to send a message via the tablet provided as part of the kit.



We monitor your vital signs such as oxygen levels, heart rate and blood pressure (BP). If we need to contact you, it will be via a telephone call or video call using the tablet provided. If you feel unwell between the hours of 7:30pm until 8am, please seek medical attention via 111/999.

The remote monitoring kit is used by your care team to help keep you safe at home whilst you are admitted to the virtual ward. Your care team can monitor your health and recovery and if required request additional support from your doctor.

We work closely with our community urgent care wrap around services who provide the option for a clinical review if needed, meaning we can visit you at your home to assess your clinical condition. We also work closely with SDEC (Same Day Emergency Care) & the Urgent Treatment Centre (UTC) at the Royal Albert Edward Infirmary. If you need access to a specialist consultant / outpatient review or further investigation, we can arrange this for you.

What is the Current Health Kit?

	1. Wearable device.
	2. Charging dock-charges the wearable tablet and BP cuff.
	3. Home hub / router-provides Wi-Fi connectivity to allow data to be transferred from the wearable.

	<p>4. Tablet-displays your daily tasks to be completed.</p>
	<p>5. Tablet Stand.</p>

6. You are also provided with straps which holds your wearable device.

7. Depending on your clinical requirements you are also provided with a BP cuff and /or weighing scale, as appropriate.

If you have your own pulse oximeter or have been provided with a pulse oximeter, your normal blood oxygen level should be between 94% -100%. However, your oxygen level may be different if you have COPD, Cystic Fibrosis or long-COVID.

Daily Use of the Device

The wearable device needs to be charged for 30 minutes every day.

When placing the wearable device on your arm please try to avoid the following areas:

- Dense hairy areas.
- Moles or areas of raised skin.
- Deep wrinkles, areas of pitted skin, or scar tissue.
- Tattoos or areas of varying skin colour.
- Sunburn or inflamed skin.
- Do not apply device to the arm on the side where an upper body operation has been performed e.g. mastectomy.

The wearable device must be removed when you shower. Please refer to the patient guide for more information.

Remove the device for any outpatient investigations such as X-ray/ MRI / CT scans.

Raising Concerns

Contact the Virtual Hub Team on 01942 773340 from 8am – 7:30pm 7 days a week including bank holidays (or NHS 111 from 7:30pm – 8am) if you have concerns about:

- Feeling breathless or have difficulty breathing, especially when standing up or moving.
- Severe muscle aches or tiredness.
- Sudden swelling of both legs or one leg or calf swelling.
- Shakes or shivers.

- If a rash appears on your arm or feels very cold, painful or changes colour - remove the wearable device and contact the Virtual Hub Team between the hours of 8am – 7:30pm; outside of these hours call NHS 111.

- If you sense that something is wrong (general weakness, severe tiredness, loss of appetite, passing much less than normal amounts of urine or you are unable to care for yourself, like undertaking simple tasks such as washing and dressing or making food).

Whilst we monitor you at home, if you experience one or more of the symptoms below, please call 999 or attend your nearest A&E department:

- If you are unable to complete short sentences when at rest due to breathlessness.
- If your breathing suddenly worsens within an hour. (For example, if you suffer from COPD or Asthma and your breathing doesn't improve following your prescribed inhaler or nebuliser).
- If you are coughing up blood.
- If you have severe chest pain.
- If you feel cold and sweaty with pale or blotchy skin.
- If you develop a rash that does not fade when you roll a drinking glass over it.
- If you feel faint or at risk of fainting.
- If you become agitated, confused or very drowsy.
- You have stopped passing urine or passing much less than usual.

If admitted to hospital, remove the wearable device, and leave it in your house with the rest of the kit or give it to a friend or relative to return to the Virtual Hub Team (Please DO NOT take it into hospital with you as it will not work there and may be lost).

WWL Virtual Hub Service Contact Details

Service Hours 8am until 7:30pm 7 days a week including bank holidays.

Telephone: 01942 773340

Email wwl-tr.monitoringathometeam@nhs.net

Website: www.wwl.nhs.uk

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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Call 111 first when it's less urgent than 999.



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