



# Islington Frailty Virtual Ward

## Information for Patients



### What is the Islington Frailty Virtual Ward?

- We are a special team of health professionals who can deliver personalised, timely and responsive healthcare, in your own home, when you are unwell.
- This team consists of a Geriatrician (doctor for older people), Nurses, Occupational Therapists, Physiotherapists, Healthcare Assistants (carers), and Therapy Assistants. We work closely with the hospital, your GP, and other community services.
- We can help you with common conditions like chest infections, heart failure, frailty (a sudden weakening of your movement), falls, and confusion.
- We can come and see you in your home, over the telephone or online.



## Why have I been referred to Islington Frailty Virtual Ward?

- You have developed or are recovering from a serious illness.
- Your hospital doctor has assessed you and said that you can go home, with our support, as a safe alternative to being in hospital.
- With your permission, they will pass on necessary information to us.

## What can Islington Frailty Virtual Ward do for me?

- Depending on the problems you have, we will send a Community Matron (senior nurse) and/or a Therapist to assess you.
- They will ask you questions about your health, any recent changes, and/or new symptoms.
- They may perform physical examinations, measurements, and blood tests to understand your current health.
- The team will discuss your case and make recommendations on treatments, arrange any further visits, and may refer you to other teams. We will explain this to you and involve you in these decisions.
- If your mobility (walking) is affected by illness or injury, our Occupational Therapist and Physiotherapist will see you. They can provide equipment (walking or manual handling aids) or adaptations to make day to day life at home easier. The therapists will also be involved in assessing whether you need carer support.
- If you need extra help while you are unwell, we can send our healthcare assistants (HCAs also known as carers) to provide you with short-term support. For example, we can offer you support with personal care (bathing, dressing, using the toilet), meal preparations, medications prompting and shopping.

## Does this mean I no longer need to go back to hospital?

- Although we aim to treat you at home, this may not always be possible.
- You might have to go to the hospital if you need tests that can only be done in a hospital (X-rays and scans) or if your condition changes and it is not safe for you to remain at home.
- Our service does not replace your routine hospital outpatient clinic appointments. However, if you have any planned appointments while you are unwell, we can advise if they need to be rescheduled.



## How long will I stay on the virtual ward for?

- This depends on how long it takes for you to recover. In general, we can look after you in your own home for up to 14 days.
- Once you are well enough to be discharged from our care, we will send a letter to your GP. This letter will contain your treatment information. If necessary, we will arrange appointments with other community services.
- If you need long term personal care, we will arrange this with Adult Social Services. We will discuss this with you in more detail.

## Who do I contact about my care while I am with the virtual ward team?

- While you are under the care of Islington Virtual Frailty Ward, you can speak to one of the team members on **0207 288 3670** (8am to 8pm. If there is an emergency at any point, you should call **999** without delay.

## Islington Virtual Frailty Ward Team:

- You have been seen today by: \_\_\_\_\_

Nurse/Occupational Therapist/ Physiotherapist/Health Care Assistant

- Your first appointment was on: \_\_\_\_\_
- My first care call was on: \_\_\_\_\_ at \_\_\_\_\_ AM/PM
- Carers will visit me \_\_\_\_\_ times-a-day up until \_\_\_\_\_



Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or [whh-tr.PALS@nhs.net](mailto:whh-tr.PALS@nhs.net)

If you need a large print, audio or translated copy of this leaflet please email [whh-tr.patient-information@nhs.net](mailto:whh-tr.patient-information@nhs.net). We will try our best to meet your needs.

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