

# The Whittington Islington virtual ward

## Patient information Leaflet

### What is the Whittington Islington virtual ward?

- The Islington Virtual Ward is also called Hospital@Home.
- It is a service that gives you hospital-level care in the comfort of your own home. It helps you get better safely at home.
- It is designed for people who are unwell, but stable enough to return home.
- By joining the Virtual Ward, you might not need to stay in the hospital.
- If you're already in the hospital, it can help you go home sooner.
- A team of healthcare professionals (including Doctors, Nurses, Therapists, and Pharmacists) will visit or contact you regularly to make sure you get the care and support you need.
- You will still stay in touch with the Doctors and Nurses, just like in the hospital.



### Our team

- Our multidisciplinary team includes GPs, Consultants, Advanced Care Practitioners, Senior Nurses, Paramedics, Pharmacists, Health Care Assistants, Physiotherapists and Occupational therapists.

## **Why have I been referred to the Whittington Islington virtual ward?**

- You are either recovering from an illness or currently managing a health condition.
- 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, the Doctor will pass all your important information onto us.

## **What can the Whittington Islington virtual ward do for me?**

- Depending on your needs, a Clinician will visit you at home to assess your condition.
- They will ask about your health, any recent changes, and any new symptoms you may have noticed.
- They may also carry out physical checks or do blood tests to better understand your state of health.
- Our team will then discuss your case and recommend any treatments or refer you to other teams if needed.
- We will explain everything to you clearly and make sure you are involved in all decisions about your care.
- If your mobility (moving and/or walking) has been affected by illness or injury, an Occupational Therapist or Physiotherapist will visit you.
- They can provide equipment (such as walking 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 support while you recover, we can arrange for a healthcare assistant (HCAs, also known as carers) to help you for a short period.
- This might include help with washing, dressing, using the toilet, preparing meals, or reminding you to take your medication.

## **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.
- If you need tests that can only be done in the hospital, like x-rays or scans,

you might have to go in.

- You may also need to go to the hospital if your health changes and it's not safe to stay at home.
- Our service does not replace your regular hospital or outpatient clinic appointments.
- If you have any planned appointments while you are unwell, we can advise you if they need to be rearranged.

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

- This depends on how quickly you 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 service, we will send a letter to you and your GP with details of the treatment and care we provided.
- If you need ongoing support, we can help arrange follow-up appointments with other community services.
- If it looks like you'll need long-term personal care, we will work with Adult Social Services to put the right support in place.
- We will discuss all the options with you in detail.

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

- While you are being cared for by the Virtual Ward, you can call one of our clinicians on **020 7288 3670**, then choose 'option 1'.
- You can call **any day between 8am and 8pm**.
- If you have an urgent problem outside these hours or in a life-threatening emergency, call **999** straight away.
- For questions about medicines, please contact the Whittington Medicines Information Centre on **020 7288 5758** (Monday to Friday from 10am to 4pm).

## Your visit summary

You were seen today by: .....

(Please circle the role of the person who saw you: Nurse / Occupational Therapist / Physiotherapist / Health Care Assistant / Therapy Assistant / GP)

Your first appointment was on: .....

Your first care call was on: ..... at ..... AM / PM

Carers will visit you ..... times a day, up until .....

NOTE: While the Virtual Ward (VW) is looking after you, your regular care service (or Package of Care - POC) will pause. The Virtual Ward team will take care of you instead. Your usual care will start again when you leave the Virtual Ward. If you pay for your own carer, they can keep helping you during this time.

**To provide feedback, please use the QR code below or the link:**

<https://qrco.de/bf7jmA>



## Contact our Trust

If you have a compliment, complaint or concern, please contact our Patient advice and liaison service (PALS) 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.

**020 7272 3070** | Whittington Health NHS Trust, Magdala Avenue, London, N19 5NF  
[www.whittington.nhs.uk](http://www.whittington.nhs.uk) | [x.com/WhitHealth](https://x.com/WhitHealth) | [facebook.com/WhittingtonHealth](https://facebook.com/WhittingtonHealth)

## Document information

Date published: 21/11/2027 | Review date: 21/11/2027 | Ref: ACS/URS/WIVW/01

© Whittington Health NHS Trust. Please recycle.