



Standard Operating Procedure

- Emergency Hospital at Home Service for Older Adults.
- Hours of Service, 0800-1900 Monday – Friday, 0800-1900? Saturday/Sunday.
- New calls Monday – Friday 0800-1600 hours. Care Home referrals 0800-1700 hours
- Inclusion Criteria – Over 65's requiring hospital level care.
- Referrals are accepted from Care Homes over a 7 day period.
- Exclusion Criteria – Acute Coronary Syndrome, Stroke, DVT, Acute Surgical or Orthopaedic Crisis, patient's not requiring hospital level care.
- Referral process – GP refers patient through Emergency Referral Centre after the decision for hospital level care is made.
- Band 3 & 4 Work Up – MEWS, Venous Bloods FBC, U&E, LFT's CRP, TFT, Calcium, and Glucose. Lying & Standing BP and 12 lead ECG.
- Initial Assessment Process – Assess ADL's, Social History, History of Presenting Complaint, Past Medical History, Drug History and Medication Reconciliation, Full Clinical Assessment and Examination including Neurological and Locomotor, Differential Diagnosis and Initial Management Plan.
- Virtual Ward Round – 10am Monday – Friday (Consultant Led)
- Saturday – Sunday Consultant support from Acute Geriatrician's.
- Hospital @ Home are integrated with Social Work and in most cases access same day home care.

