

Healthier Together

Improving health and care in Bristol,  
North Somerset and South Gloucestershire



# Home First

## NHS@Home

Supporting you at home  
with your health condition

## What is NHS@Home?

Bristol, North Somerset and South Gloucestershire (BNSSG) NHS@Home offers healthcare in your home or normal place of residence, rather than in hospital. It can offer an alternative to going into hospital when you are unwell, and it can help you return home from hospital more quickly.

The service uses a mixture of phone and video calls, face-to-face visits from healthcare professionals and remote monitoring through digital technology to support your recovery.

The service is a partnership between different NHS healthcare organisations, and it is available across Bristol, North Somerset and South Gloucestershire.



## What are the benefits of NHS@Home?

Research and feedback from people who have used this service shows that if you receive care in this way, you are likely to:

- Feel more comfortable in the surroundings of your own home, with your loved ones nearby.
- Sleep better, which can help you recover more quickly.
- Maintain strength in your arms and legs, which can help you recover more quickly.
- Feel more positive about your recovery.
- Feel safer knowing you are being monitored so regularly.



“I think I have recovered quicker as I feel more comfortable in my own surroundings, I am able to rest in my own bed and I have my family around me. I am thrilled with the support I’ve received.”

**– Eileen, service user**

# What can I expect from NHS@Home?

## Simple and easy to use devices

1. Once you have been referred to NHS@Home, you will receive a Doccla box (if needed), and a healthcare professional will contact you within 24 hours.



Your Doccla box contains medical devices that measure your heart rate, blood oxygen levels, blood pressure and other observations. It also includes a smartphone that automatically collates information from these devices.

Not everyone will receive a Doccla box and yours might look slightly different to this. Your box will come with instructions.

2. The Doccla team will contact you to talk you through how to use the monitoring equipment in the box and how to submit your readings.

## Health monitoring at home

3. We will ask you to send us readings from your devices up to four times per day until your healthcare team are happy that you are well enough to stop. This could be up to 14 days, but we will discuss your progress with you regularly. If you send us readings outside of our service hours (8am and 8pm) these will not be checked by the team until the next working day – unless we think you need additional observations, due to a change in your condition.

## Regular check-ins with healthcare professionals

4. We will check in with you regularly by video or phone call as agreed with you. You can also contact our team by calling 0300 125 5000 or by messaging us on the smartphone we have provided. If required, a home visit by a member of the team can also be arranged.



“My wife was nearby and I was sleeping better, I was eating better and most importantly I was actually feeling better. I felt that I had made more recovery and progress after being at home for a week compared to three weeks spent in hospital.”

– David, service user

## Changes to your care

5. The team will be alerted if you are not recovering or responding to treatment as expected. Together we can amend your care plan without you having to return to hospital. If necessary, you might need to go to hospital. We will contact you about any necessary changes to your care plan.

## Discharge, referral, and signposting to other services

6. Following the completion of your care, you will be discharged from our service. If necessary, you may return to hospital for further treatment. If you become unwell, we will make sure you can access hospital care quickly and in a planned way.

## What happens if I feel unwell, or someone I'm supporting is feeling unwell?

Call 999 in a medical or mental health emergency. This is when you or someone you are supporting is seriously ill or injured, and life is at risk.

### These emergencies can include:

- loss of consciousness.
- a sudden confused state.
- fits that are not stopping.
- chest pain.
- breathing difficulties.
- severe bleeding that cannot be stopped.
- severe allergic reactions (anaphylaxis).
- severe burns or scalds.
- someone has seriously injured themselves or taken an overdose.

Call 999 immediately if you think you or someone else is having a heart attack or stroke. Every second counts with these conditions.



## How to contact us

If you have any questions or concerns about your treatment, please contact our NHS@Home Coordinator on **0300 125 5000 from 8am and 8pm**. If there is no answer, please leave a message with your name and telephone number and we will return your call as soon as possible. You can also message us on the smartphone we have provided, which we will respond to.

If you are calling or messaging before 8am and after 8pm, and require immediate advice relating to your treatment, please call 111, otherwise we will respond to your message or return your call the following day.

If you're experiencing any problems with the equipment in your Doccla box, please call **0808 175 0832** (Monday to Sunday 8am - 9pm).

“I felt reassured by the fact that the NHS@Home team were monitoring me so frequently – it helped me feel safer and less afraid. I also recovered more quickly because I was able to get more rest in my own bed.”  
– **Nick, service user**



NHS@Home is a service provided by teams working in partnership in the following organisations - Sirona care & health, North Bristol NHS Trust, University Hospitals Bristol and Weston NHS Foundation Trust and BrisDoc.

If you would like to pass on a compliment, or you have a concern or complaint please email, call or write to us.

Email: [sirona.customercare@nhs.net](mailto:sirona.customercare@nhs.net)

Phone: 0300 124 5400\* (Mon-Fri 8.30 am to 4.30 pm)

Address: Customer Care Service,  
Sirona care & health,  
2nd Floor,  
Kingswood Civic Centre,  
High Street,  
Kingswood,  
Bristol BS15 9TR

(\*Calls from landlines are charged up to 10p per minute; calls from mobiles vary, please check with your network provider. This is not a premium-rate number.)

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