



**Ealing**  
**Home ward**  
Integrated intermediate care service

Extra support for people to recover from illness or injury and remain well at home, without unnecessary stays in hospital.

**Home ward Ealing** is a service that helps people during a period of severe or sudden illness, or when they have been discharged from a general hospital, so they can recover and remain well at home.

The service is for people aged 18 or over who live in the London Borough of Ealing or who are registered with an Ealing GP (family doctor).

Similar services are sometimes referred to as 'intermediate care', 'integrated care' or 'virtual wards'.



## Things we can help with

The types of conditions or situations we might help with include:

- Falls without apparent injuries
- Urinary tract infection, respiratory tract infection, cellulitis
- Worsening of chronic obstructive pulmonary disease (COPD) or congestive heart failure
- Dehydration
- Unstable diabetes
- Elderly patients with increasing frailty who are at risk of admission to hospital
- If a carer has become unwell

People with dementia or mental health problems are not excluded from the service, but the main need should be of a physical or social care nature.

If necessary we will work alongside mental health urgent response teams.



## How we can help

We can provide **fast assessment and short-term treatment** to help people in their own home – usually for around five days.

We also provide inpatient care at Clayponds Hospital in South Ealing for people who need **extra support for a short period** – usually around one week.

For people who need **help over a longer period**, our rehabilitation service can support people for up to six weeks.

If you think you would benefit from our service, you should discuss this with your GP.

## Your information

Information about your treatment is treated in strictest confidence and is only be shared with members of the Home ward team (who may work for any of the five partner health and social care organisations) and with other people directly involved in your care, such as your GP.

We store all health records safely on a secure computer system called SystemOne.

Some team members use another system to record information about any care provided by the council.

You can also give permission for your GP to receive updates from us about you and your treatment.

We may also ask permission to see your GP medical record so we can provide you with safer and more joined-up care, and avoid any unnecessary appointments and tests.

You can give your consent to share all or some of your medical records but you do not have to, and you can change your mind at any time.

## Feedback and complaints

If you would like to give us feedback or have any concerns or queries about the care we provide, please contact the team directly.

If you would prefer to speak to someone outside the team in confidence you can contact WLMHT's Patient Advice and Liaison Service (PALS).

You can call them free Monday to Friday between 9am and 4pm (answer machine outside these hours) on **0800 064 3330** or at **[pals@wlmht.nhs.uk](mailto:pals@wlmht.nhs.uk)**.

You can also give feedback through the independent Patient Opinion website **[www.patientopinion.org.uk](http://www.patientopinion.org.uk)** (search for 'Ealing Home ward').

## Research and participation

We work with Imperial College and aim to offer all patients the chance to take part in research. We are also always keen to involve you in the running and development of our services. If you would like to know more, please ask us.

## Referral information

The following people can refer patients into the Home ward service:

- GPs and members of a patient's primary care teams (eg district nurses) after discussion with the GP. Patients should have been seen by a GP, community matron or community specialist nurse within the last 72 hours.
- Hospital staff from Ealing Hospital, and other neighbouring hospitals including Urgent Care Centre, Emergency Department, medical and therapy staff.
- Ambulance staff after attending a patient's home.
- Out of hours primary care services (eg 111, GPs or Urgent Care Centre)

To discuss a referral, call:

**020 8354 8585**

Home ward Ealing is a partnership between:

West London  
Mental Health   
NHS Trust

Central and North  
West London   
NHS Foundation Trust

Chelsea and  
Westminster Hospital   
NHS Trust



London Central & West  
Unscheduled Care Collaborative

If you need this information in another format, such as large print, Easy Read or another language, please ask a member of staff.

If you have questions or concerns about any of our services, please contact the patient advice and liaison service (PALS) on **0800 064 3330** or **pals@wlmht.nhs.uk**.



24 hour patient support line

**0300 1234 244**