

Patient information

Welcome to Telehealth Heart Failure Virtual Ward

Cardiology Department

Heart Failure Virtual Ward is delivered by Mersey Care NHS Foundation Trust in partnership with Liverpool University Hospitals NHS Foundation Trust, where technology is provided to help people monitor their own heart failure symptoms in the comfort of their own home with ongoing clinical support.

You have consented to being referred to the Heart Failure Virtual Ward Team who will provide you with short-term support and monitoring. This will help you to stay well and provide you with the reassurance that you are being supported.

You or your carer have been given this information leaflet, diary, and self-monitoring equipment for one of the following reasons:

- you have been discharged from hospital following treatment for heart failure,
- you are receiving treatment in the Ambulatory Heart Failure Unit or
- you have been identified as being at risk of requiring hospitalisation by your Community Heart failure Team.

Monitoring your readings over the next fourteen days will let us know if you are becoming unwell and need some additional treatment. We will also ask you a series of daily questions, which will help us with your care.

You will have been contacted by one of our Telehealth team to check your contact details, ensure you are happy to proceed and understand what you need to do.

During this call, you were asked to consent to our nurses accessing your medical notes and allowing them to share information about your care with your GP.

If you are unsure what to do, have any questions or require any further advice, please contact the Telehealth Team on 0151 285 4651. (Answer-phone service only at weekends – please leave a message and we will call you back as soon as possible). Calls will be charged at your standard mobile or landline rate.

Equipment and training

You have been provided with all the equipment and training you need to commence monitoring. If you are using your own mobile phone/ smart device to access the service, you are responsible for any network charges to send and receive information to/from our hub.

The following readings will be requested daily, you will also be asked a series of questions:

- Temperature – Using a thermometer.
- Blood Pressure and Heart Rate – Using a blood pressure machine.
- Oxygen levels – Using an oximeter.
- Step count – Using a pedometer.
- Weight – Using scales (where possible please ensure that your first weight reading is taken first thing in the morning before breakfast).
- ECG – Using a care portal (hospital discharge patients only).

Submitting readings and answering questions

Community Heart Failure / Hospital Discharge Patients

- Submit readings three times per day at 8.00am, 1.00pm and 5.30pm.
- Answer questions two times per day at 8.00am and 1.00pm.

Please submit your answers within an hour of being prompted.

Ambulatory Heart Failure Patients:

On the days, you attend the Ambulatory Heart Failure Unit:

- Submit readings and answer questions at 5.30pm on the days you have attended the Ambulatory Heart Failure unit.

When you have been discharged from the Ambulatory Heart Failure Unit:

- Submit readings 3 times per day at 8.00am, 1.00pm and 5.30pm.
- Answer questions 2 times per day at 8.00am and 1.00pm.

Please try to do this as soon as you are prompted.

Telehealth will be monitoring you between the hours of 8.00am to 8.00pm 7 days per week. Readings sent after 7.30pm may not be read until 8.00am the following day.

Our nurses will call you regularly throughout your monitoring, especially during the first week.

Telehealth is not an emergency service, so if you start to feel unwell outside these hours please contact your GP, 111 or 999.

Benefits of receiving your care on the Virtual ward

- Improved person and carer experience and outcomes.
- Ability to spend time with family and mobilise at home, eat home food

- Management by a specialist team
- Reduction in hospital admissions and length of stay.
- Reduced transmission of hospital acquired infections including COVID-19.
- Reduction of side effects of hospitalisation including hospital induced delirium, falls, muscle wasting
- Early deterioration recognition and appropriate clinical input.
- Person and carer empowerment to self-monitor and escalate.
- Ability to recover better in their own homes, with less chance of deconditioning

Potential risk

- You may struggle or not be able to use the monitoring equipment
- Your condition may change that may require an admission to hospital following assessment
- Reduced personal connection such as interaction with other patients
- Difficulty in sorting out complex social issues in a timely manner

Returning your equipment

You will be contacted on day fourteen to discuss your discharge from Heart Failure Virtual Ward and the return of your equipment, equipment will be collected from you via a pre-arranged appointment.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

For further information please contact below

**Telehealth
Health Technology and Access Services
Community Services Division
Mersey Care NHS Foundation Trust
V7, Kings Business Park
Prescot
L34 1P**

**Text phone number: Tel: 0151 285 4651
18001 0151 285 4651**

To request this information in an alternative format or language please call Tel: 0151 285 4651.

Our PALS and Complaints Team provides support, information and advice to service users, cares and their families to assist in resolving issues or concerns relating to the services of the Trust. We would also really like to hear about your positive experiences with our services. Tel: 0151 471 2377 of Free phone 0800 328 2941. Email: palsandcomplaints@merseycare.nhs.uk.

**To learn more about the Mersey Care NHS Foundation Trust's privacy notice please follow the link below:
www.merseycare.nhs.uk/about-us/privacy-notice**

**Author: Community heart failure Team in conjunction with Mersey care
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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字

體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیموندیدار بهو نه‌خوشانه‌ی له‌لایمن تراسته‌وه پسه‌ند کراون، نه‌گهر داوا بکریت له فورماته‌کانی تردا بریتی له زمانه‌کانی تر، نیز ی رید (هاسان خویندنه‌وه)، چاپی گه‌وره، شریتی ده‌نگ، هیللی موون و ئه‌لیکترۆنیکی هه‌یه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhadda kale, sida luqadda kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.