

# Virtual Frailty Ward

## One Year On from

## Commencing the Service



### What is a Virtual Ward? 'Hospital at Home'

Hospital-level care at home safely and in familiar surroundings.



**175 PATIENTS  
CARED FOR**

**CARE ACROSS  
SCARBOROUGH,  
WHITBY AND  
RYEDALE**



### Top Reasons for Referral

- Management of infection at home (including cellulitis, chest and urine infections).
- Support at home following a fall / delirium, to potentially prevent increased confusion in a hospital setting.
- Assessment and management of pain following Shingles viral infection.

### Inclusion Criteria

- People who are aged 65 or over
- People who have been assessed to be moderately or severely frail, with a Rockwood score of 6 or above and is in a crisis that requires acute level care
- Where a person is living with dementia, this should not exclude admission to the Frailty Virtual Ward.
- Expected required treatment time is short-term intervention of 1 to 14 days. Clinical examples of could include:
  - People with mild delirium who can still be managed at home and when a change in environment may make the delirium worse
  - People with mildly deranged blood tests that need short-term monitoring e.g. mild acute kidney injury
  - People with cellulitis not resolving with oral therapy

### Exclusion Criteria

- People with a NEWS2 score of 5 or above (unless a score of 5 or above is normal e.g., respiratory)
- Patients whose needs cannot be safely met at home.
- Is injured with obvious surgical issues e.g., long bone fracture, acute abdomen injury and requires emergency care intervention
- Overdoses/poisonings, Alcohol withdrawal/intoxication, Sepsis, Seizures, Allergic reactions, Eye conditions/change in vision, suspected significant injury after a fall/trauma, Diabetic ketoacidosis or Hyperosmolar hyperglycaemic state, Stoke/TIA, Venous Thromboembolism (VTE) and Myocardial infarction
- Is experiencing a mental health crisis and requires referral/assessment by a specialist mental health team
- Need is primarily a social care requirement

*"Supportive and friendly service"  
Care Home Professional*

*"Very patient, listened well and catered for all my needs"  
Virtual Ward Patient*

*"Compassionate and thoughtful"  
Virtual Ward Patient*



**AVERAGE LENGTH OF  
PATIENT STAY  
4-5 DAYS**

We aim to provide care required within 14 working days

### Humber Single Point of Contact (SPOC)

**Call: 01653 609609**

Out of hours please contact 111 or if you have a urgent life-threatening medical problem, please call 999.