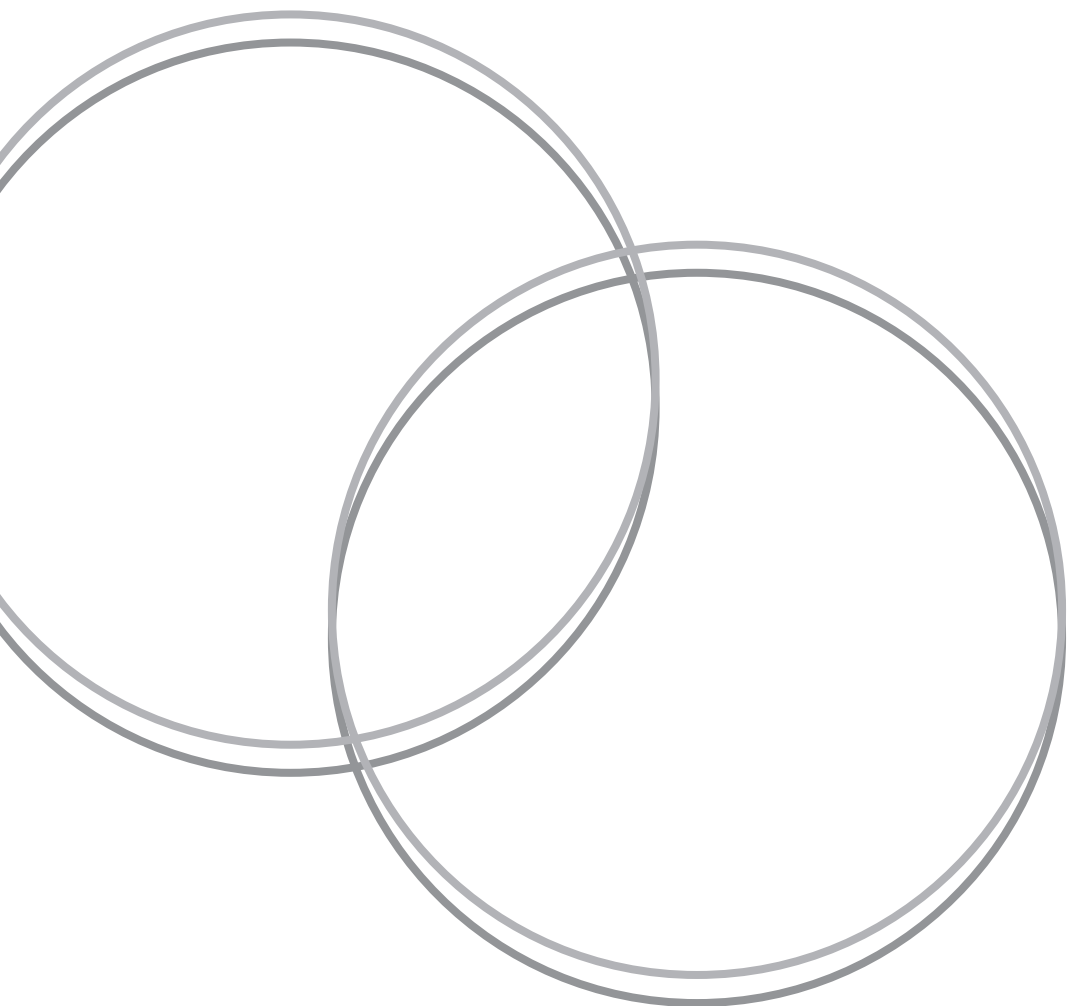




Oxford University Hospitals
NHS Foundation Trust

COVIDCARE@HOME (CC@H)



This service is for patients with **clinically suspected or confirmed COVID-19** who are being discharged by a clinician from a hospital ward or referred into the service by a primary care clinician.

You will receive a triage call from CC@H to determine what support is required and if we will be calling you or if you will be on open access. This will be discussed with you during the call.

We will let you know what days we will call you so you are aware and notify you when you will be discharged from the service.

Please note you can decline the treatment or withdraw from treatment at any point.

Patients who are eligible for nMAb Treatment:

Some patients will be eligible for neutralising monoclonal antibody treatment (nMAb) and will have been referred to CC@H for follow up after receiving this treatment.

If you can come into hospital, we will organise an appointment for you at the Churchill Renal Unit to receive your treatment. If you are unable to come into hospital, then an Ambulatory Outreach Team (AOT) clinician will visit you in your home or usual place of residence to deliver the treatment.

nMAb treatments can vary in time it takes to administer the medication depending on the route used. It is either delivered by a drip in your arm or by giving you oral medication. The clinicians will discuss this with you prior to you receiving the treatment. The CC@H nurses will be available over a 14-day period for any concerns or if you feel unwell after your treatment.

If you feel more unwell:

If your symptoms worsen or if we are concerned, we may organise a Ambulatory Outreach Team clinician to visit you in your home to review you or we might ask for you to come into hospital.

Contact us

Main Contact:

CC@H Co-ordinator

available 09:00am till 5:00pm daily.

Tel: 07387 124 505

Second Contact:

Central Ambulatory Outreach Team (AOT)

John Radcliffe Hospital

Tel: 07887 631 924

01865 227 461

Daily 8:00am to 8:30pm

Outside these hours, or if you feel unwell, please call **NHS 111** or

In an emergency call 999

Patient information

PATIENT STICKER

Start date:

Expected end date:

Baseline oxygen saturations at rest:

Exercise to be carried out for exertion:

Baseline oxygen saturations on exertion:

Comments:

The process of COVIDCARE@HOME

We will provide monitoring for up to 14 days from your symptom onset.

We will provide equipment and medications for you to take home or arrange for these to be delivered to your home.

Before you leave hospital

We will show you, or your family member/carer, how to use an **oxygen saturation monitor** before leaving hospital.

If you are having the equipment delivered, please see the how to guide that accompanies the saturation monitor for more instructions on how the device works. The CC@H nurse will go through how to use the equipment at the first telephone call.

'Oxygen saturation' means the amount of oxygen in your bloodstream – you need a specific amount of oxygen in your blood to function properly. You put the monitor on the end of your finger and turn it on to take the reading.

We will measure your oxygen saturation levels, at rest and after exertion, so we know your baseline levels to use for comparison.

We will ask you to complete an activity, so we can measure your oxygen saturation level during exertion (we will discuss this with you and record it on this leaflet).

What to expect

Each day, you, or your family member/carer must record your oxygen saturation levels at rest and on exertion.

A member of our team will call you on day 1, day 7 and day 14 to check on you. For some patients we may call you more often for closer monitoring. You will be informed what target saturation levels you should have on day 1. If your saturation levels drop in between these calls then please call in to the CC@h coordinator or 111 or 999 depending on your symptoms.

At the end of your treatment, we will discharge you and ask you to post the oxygen saturation monitor back to us in the addressed Jiffy bag, or drop it off to the ambulatory assessment unit (AAU), level 4 of the John Radcliffe, Rowan Ambulatory Unit (RAU) at the Horton or either of the Emergency Departments (JR/Horton).

On designated days a CC@H Nurse will telephone you to check:

- how you are generally
- Your Progress
- your symptoms
- your oxygen saturation level at rest
- your oxygen saturation level after exertion
- any blood-thinning medications you may be on.

If there are any changes in your condition you may need another assessment.

This assessment may take place in hospital, or an Ambulatory Outreach team Clinician may visit you at home (this will depend on your symptoms and oxygen saturation levels).

Diary record

Date / Time	Diary entry of any changes

Diary record

Date / Time	Diary entry of any changes

What to do if you feel more unwell

In a **non-emergency** situation please contact us. We will listen to your concern and decide on the most appropriate course of action. We may send a member of the Ambulatory Outreach Team (AOT) to come and assess you at home or we may ask you to come into hospital.

If you feel unwell **out of hours**, please **check your oxygen saturation levels**:

- **Below 92%** call **999** or come to **A&E**
- **93% or above** call **NHS 111** for advice

If you need **advice outside of our core working hours 08:00am – 08:30pm** then please call **111**

If it is an emergency and you feel you need immediate medical attention, please call 999.

When paramedics arrive, tell them you are under the care of **covidcare@home** and, if possible, give them this leaflet so they can contact us.

We would also like to share with you the World Health Organisation (WHO) guide to **managing breathlessness & exercising safely at home**.

The QR code for this can be found below



WHO Breathing exercises

Feedback

We aim to provide you with a high quality service at all times. If you have any comments, concerns, or complaints about your experience of our service, please tell a member of the team or contact the Patient Advice and Liason Service.

Email: **PALS@ouh.nhs.uk**

Call: **01865 221 473**
01295 229 259

You can also email: **feedback@ouh.nhs.uk**

For more information, please visit: **www.ouh.nhs.uk**

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



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