Who is HomeFirst for?
If you are over 18 years old and are registered with a GP at one of the following surgeries in Hertsmere, you may be able to access the HomeFirst Service. You will need to be referred into the service by your GP, Ambulance service, A&E, Out of Hours service or other health or social care professional.

- Annandale Surgery, Potters Bar.
- Fairbrook Medical Centre, Borehamwood
- Highview Medical Centre, Potters Bar.
- Little Bushey Surgery, Bushey.
- Parkfield Medical Centre, Potters Bar
- Schopwick Surgery, Bushey and Elstree
- The Grove Medical Centre, Borehamwood
- The Redhouse Group, Radlett
- Theobald Medical Centre, Borehamwood

How to contact the HomeFirst Borehamwood Virtual Ward Team

Once you are placed under the care of HomeFirst, you or your carers can contact the team if you have any queries, or concerns.

The contact hours are **9:00am to 5:00pm, Monday to Friday.**

**Telephone: 0208 3598509**

**Email: homefirst.hertsmere@nhs.net**

If you need urgent medical help outside of these hours, please call **111** or in an emergency, dial **999**.

Comments or complaints

Patient Advice and Liaison Service (PALS)
Tel: 0800 011 6113

www.hertschs.nhs.uk

“It was such an excellent service and was just hyper efficient. I did not need to define who did what, as in your team they would just tell each other what needed doing - it took the burden away from me. Overall, everyone treated me in a way that showed they were interested in me as a person and I would give the whole service 10 out of 10”
Do you have to go to hospital too often due to long term health problems or social care problems that could be managed in your own home? If so, HomeFirst could be for you.

What is HomeFirst?
HomeFirst is a new integrated way of providing health and social care services for patients registered with a GP in the Hertsmere locality. It involves health professionals (doctors, nurses, therapists) and social care professionals (social workers, home care workers) working together as one team, enabling you to receive the right care, at the right time and in your own home rather than being admitted to hospital.

HomeFirst aims to prevent people with long-term health problems or those in a health or social care crisis from being admitted to hospital unnecessarily. The HomeFirst team will work with you and your carer to design a care plan that meets your own health and social care needs and you will only be referred to hospital if the care that you need cannot be safely provided in your own home.

HomeFirst’s experienced team includes doctors, nurses, social workers, matrons, therapists, administrators and home care workers who have years of experience, caring for patients with long term health and care problems in their own homes.

The team works closely with your GP and other professionals and organisations such as Age UK, Meals on Wheels, Crossroads and Carers in Herts, who are there to help and support you at home.

How does HomeFirst work?
You will need to be referred into the service by your GP, Ambulance service, A&E or other health or social care professional. Once you have been referred to HomeFirst, the team will contact you to arrange a suitable time to visit you in your home. If your needs are urgent we will aim to be with you within the hour. During our visit we will carry out a full assessment of your health and social care needs and together with you and your carer develop a care plan that meets your needs. You carer will also be offered a carers assessment if appropriate. As well as supporting people with urgent needs HomeFirst focuses on prevention, providing you with the support you need to manage your condition better. You may therefore be referred to HomeFirst even if you haven’t got any urgent health and social care needs.

Once your situation or condition has been stabilised, you will be discharged from the service. Depending on your circumstances, the HomeFirst team may refer you on, to other health, social care or voluntary services that can provide the support and care you need. Your GP will be kept fully informed of your progress while you are under the care of HomeFirst; they will also be informed when you are discharged from the service.

What part do you play?
The HomeFirst Team will always put you and your carer at the centre of your care, encouraging you to play a key role in improving your health. To get the best outcomes for you, we need you to work with us to develop your care plan and to follow the advice and treatment plans set by the team: for example physio exercises, taking your medication appropriately or using the equipment provided.

“The service responded quickly and supported us both during a very difficult time when my husband’s carer was hospitalised. This service also enabled my son to return to work”