

What may happen next?

This is based on the results of the assessments mentioned above, and you will be involved in any decisions made, but possible outcomes include:

- Going home with information
- Going home with increased support and/or further assessment arranged
- Going to a community hospital for rehabilitation
- Being admitted to hospital for acute medical treatment

If you are discharged from the hospital a member of the team will call you within 24–48 hours. This phone call will be to check how you feeling and ensure any follow-up appointments have been arranged. This will also be an opportunity for you to ask any questions relating to your assessment and onwards plans.

How to contact us:

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NHS

**West Hertfordshire
Teaching Hospitals**
NHS Trust



A guide to...

The Frailty Team

Patient information

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email westherts.pals@nhs.uk



What happens when you are seen by the Frailty Team?

You have been referred to the Frailty Team by your GP or an Emergency Department doctor who has seen you and feels you would benefit from further assessment.

You may be here for a few hours while members of the team take time to talk with you and your relatives or carers in more detail. They will exam you and arrange tests if your assessment indicates this. You may move from the A+E department to a ward whilst this occurs but the Frailty Team will complete the assessment wherever you are.

Following this, we will discuss what we have found and help you understand what is going on with your health. Together, we will plan what happens next and provide you with a discharge summary explaining this.

Our aim is to help you live well in the community and maintain your independence for as long as possible, but we will help arrange more help or medical input if you need it.

The team

Our team works very closely together and keeps you the patient as the focus of our assessments at all times. We try as much as possible to avoid duplication, because we are aware how frustrating it can be to be asked the same questions over and over!

During your time with the Frailty Team, you are likely to see the following professionals:

A nurse will see and explain what will happen during your visit. He or she will commence an initial assessment. This will include:

- Measuring your height and weight
 - Looking at your skin including any ulcers
 - Checking your blood pressure - while lying down and standing up
- Other observations and initial investigations including an ECG (heart tracing), a quick scan of your bladder and blood tests if required.

- **A therapist** will meet with you to find out how you have been managing at home and any concerns you or your relatives have regarding this. He or she will be either a physiotherapist or an occupational therapist.

They will look at your mobility and balance, and may perform a falls assessment. They are able to provide some equipment if required, and arrange future visits by community therapists if needed. They are also involved in helping to arrange any support at home if indicated.

- **A doctor** will carry out a comprehensive medical assessment based on your referral information, and any other concerns you, your relatives or the other members of the team have. They will go through the medication you take and talk to you about symptoms you get. They are likely to ask about your heart, breathing, appetite, bladder and bowels, and your mood and mental health as well as other things.

- They will then do a “top-to-toe” examination of you. They will do a brief memory check, and may go on to do a more thorough test. They may arrange for further tests or investigations to be performed.

- **A social worker** may come to see you if a care package is required, or if there are other concerns.

- **A consultant geriatrician** (senior doctor) will meet with the team and go through all the information that has been gathered, including the test results, and then come and see you (sometimes with other members of the team too). They will develop a plan with you and ensure that you understand what will happen next.

Other team members such as a dietitian, diabetic specialist nurse, tissue viability nurse, Parkinson’s specialist nurse, palliative care nurse, or speech and language therapist may also come to see you if appropriate.