

A guide to...
The frailty team



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Patient information

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What happens when you are seen by the frailty team?

Referral from the community or from the emergency department (ED).

You have been referred to the frailty team because your community staff or an ED doctor who has seen you feels you would benefit from a further assessment.



Assessment.

You will 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, arranging tests if you need it.



Discussion and planning.

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.



Your discharge.

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

The team.

Our team works very closely together and puts you as the patient at the focus of our assessments at all times. We try as much as possible to avoid repetition, because we are aware how frustrating it can be to be asked the same questions over and over! **You will be involved in any decisions made to your treatment plan.**

During your time with the **frailty team**, you are likely to see the following professionals:

Nurse.

- Explains what will happen during your visit.
- Start an initial assessment, your height and weight measurement, skin assessment, lying and standing blood pressure, ECG (heart tracing), bladder scan and blood tests.



Therapist (physiotherapist and occupational therapist).

- Finds out how you have been managing with your day-to-day activities.
- Provide equipment if required.
- Create a plan to support you at home.





Doctor and/or Advanced Clinical Practitioner.

- Conducts comprehensive medical assessment based on your referral information, and any other concerns you, your relatives or the other members of the team have.
- Goes through the medications you take - we may discuss unnecessary tablets.
- Asks about your heart, breathing, appetite, bladder and bowels, and your mood and mental health, etc. Conducts top-to-toe examination.
- Arranges for further tests or investigations to be performed.
- You may see an advanced clinical practitioner if you have been referred to **frailty hospital at home** on discharge. They will liaise with community team staff to arrange face to face visits in your own home and provide you with support required.



Social worker.

- They may come to see you if a care package is required, or if there are other concerns.



Consultant Geriatrician.

- Meets with the team and go through all the information that has been gathered.
- Develops a plan with you and ensure that you understand what will happen next.



Other specialist teams may visit you if their input is required.

They could be a:

- dietician,
- diabetic specialist nurse,
- tissue viability nurse,
- Parkinson's specialist,
- palliative care nurse,
- dementia nurse,
- speech and language therapist.

What may happen next?

Based on the results of the assessments, 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 assessment,
- going home with **frailty hospital at home**.

Once discharged.

If you are discharged from the hospital, a member of the team will call you **within 24 to 48 hours**.

- To check how you are feeling and ensure any follow-up appointments have been arranged.
- An opportunity for you to ask any questions relating to your assessment and discharge plans.

- This will also be an opportunity for you to ask any questions relating to your assessment and onwards plans.

How to contact us:

Frailty unit.

Monday to Friday from 8am to 8pm.

[Watford General Hospital \(website\)](#)

Vicarage Road,

Watford, Hertfordshire, WD18 0HB

Direct line: 01923 217496 (extension: 7496)

Email: westherts.frailtyunit@nhs.net

Hospital switchboard: 01923 244366

Useful web address:

PALS: www.westhertshospitals.nhs.uk/patientexperience/pals.asp

Watford hospital information: www.westhertshospitals.nhs.uk

Saba parking: www.sabaparking.co.uk/app

Where can I park?

Car parking at Watford hospital is available in the [multi-storey car park](#). It's pay on exit, so you only pay for the time you need. You can pay by cash or card. The post code for the car park is **WD18 0LT**.

The external car park ticket machines on all sites **only accept cash**. However, you can pay by card via the [Saba parking app](#) (excluding AMEX), or search Saba parking app at the [App store](#) or [Google play](#).

Please note: due to current redevelopment works at St Albans hospital, parking is very limited.

For more information about travelling to our sites and travel concessions, please visit our [website](#).

PALS.

Concerns, complaints or suggestions.

If you are unhappy with your experience or would like to give feedback, please contact our Patient Advice and Liaison Service (PALS). PALS is available to patients, relatives, carers and friends to raise concerns.

For more information, please scan the QR code or visit our [website](#).

If you need this leaflet in another **language, large print, Braille or audio version**, please call **01923 217198** or email westherts.pals@nhs.net.



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