

Community Intravenous (IV) Therapy Service

A guide for patients who are being discharged from the Norfolk and Norwich University Hospital (NNUH) under the care of the Community Intravenous (IV) Therapy Team.

Main Points of Contact

T. 01603 518444	For non-urgent call back from the Community IV Therapy Team: Daily, 8am - 6pm
Email	For non-urgent enquiries: CommunityIVTherapyTeam@nchc.nhs.uk Daily, 8am - 6pm
Telephone 111	Urgent medical assistance out of hours 6pm - 8am.
GP	Please contact your GP for advice and treatment for other pre-existing conditions.

Community IV Therapy Assessment

Your hospital consultant has referred you to our Community IV Therapy Service so that you can continue your IV treatment at home. This has many benefits such as increased physical activity, better nutrition, and the opportunity for you to see friends and family more regularly. It's a very safe way of caring for patients who need IV therapy but don't need to stay in hospital. You will be asked to consent to this treatment to support your discharge home. This is a verbal agreement and can be withdrawn at any stage.

The Community IV Therapy Nurse will assess you whilst you are still in hospital and explain the full process to you. When the hospital staff inform the Community IV Therapy Nurse of your discharge date and time, we will plan your first visit.

Your discharge from hospital

Your IV medication will be given to you by the hospital pharmacy department before leaving hospital. You don't need any other equipment as your Community IV Therapy Nurse will bring it with them at each visit.

Before you leave hospital, you will know what time to expect your first visit at home from the Community IV Therapy Team. Sometimes your hospital discharge will be delayed even though the Community IV Therapy team have agreed to deliver your IV therapy at home. There are two main reasons this could happen:

1. You may not be medically fit at the time you were referred. Your medical team may want further monitoring whilst in hospital.
2. You may need other services to commence when you are at home, such as carers to help you with personal care. Sometimes this delays your discharge, and you may need to wait until a care package becomes available.

If this occurs, the Community IV Therapy Team will place you on a 'reserves' list until you're ready to go home.

Your first visit at home

A Community IV Therapy Nurse will visit you at home as agreed by your medical team at the NNUH. The Community IV Therapy Nurse will arrive at the scheduled time and occasionally within one hour of the prescribed time (before or after). General observations including blood pressure and temperature will be taken (at least once daily) and any concerns will be discussed with the NNUH medical team.

Blood tests

Blood tests are performed typically once a week. Your Community IV Therapy Nurse will let you know when a blood test is scheduled. The blood test results are usually available the following day, the Community IV Therapy Team will discuss the results with the hospital medical team and let you know if there are any changes to your treatment plan. Occasionally you may be asked to see a doctor at the NNUH during your Community IV Therapy treatment. We will support you with these arrangements.

Your IV line

You will be given written information on how to look after and monitor your IV line. If you have any concerns with your line, please contact the Community IV Therapy Team via the telephone numbers provided in this leaflet.

Follow-up visits and discharge from the Community IV Therapy Service

The length of your treatment will be set by the NNUH medical team who will have regular contact with the Community IV Therapy Team. The Community IV Therapy Team will keep you fully informed of discussions held.

Once you have completed your Community IV Therapy course, the IV Therapy Nurse will discuss with you and the medical team the removal of your IV line. Sometimes, a decision to leave the IV line in position is made. We will let you know if this has been recommended. Usually though, the IV line is removed by the Community IV Therapy Nurse after the last prescribed dose of IV medication. A dressing will be applied once the line has been removed.

Your experience

Your experience of our service and the care you receive at home is important to us. On your last visit we will ask you to complete a confidential questionnaire about your experience whilst under the care of the Community IV Therapy Service.

Data Protection

Information will be entered onto your medical records, similar to how your GP records information during a consultation. Patient confidentiality is a legal requirement, and we will ensure that your data is protected.

If you would like this publication in large print, Braille, alternative format or in a different language, please contact us on 0800 088 4449 and we will do our best to help.



Feedback: You can receive help with queries about NCH&C services, or provide feedback about them, by contacting **Patient Advice and Liaison Service:**

Telephone: 0800 088 4449

Email: pals@nchc.nhs.uk

(Monday-Friday 9am-5pm)

You can also tell us how likely you are to recommend our service to friends and family if they needed similar care of treatment. Hearing your views helps our staff understand what they are doing well, and where improvements can be made.

Ask a member of staff for a Friends and Family form or visit:

<https://www.norfolkcommunityhealthandcare.nhs.uk/patient-experience/>