

HOSPITAL2HOME WELCOME VIDEO GUIDES



Author(s):
Abbott

Publish Date:
February 2026

Abstract:
To enhance the Hospital2Home patient experience, we have added a series of video guides to the Hospital2Home website, giving patients and carers a step-by-step overview of how the service works for new joiners.

[DOWNLOAD PDF](#)

The Hospital2Home service is dedicated to ensuring patients have a smooth, stress-free transition from hospital to their continued care at home or in the community. Aligning with the [NHS 10 Year Health Plan](#) and [Hospital At Home programmes](#), Abbott continually looks for ways to enhance our service and provide greater flexibility, accessibility and convenience for both patients and their families or carers.

As part of those ongoing efforts, we have recently added a series of video guides to the [Hospital2Home website](#). There are two variations of the video series, one for adult patients and one tailored for the families or carers of paediatric patients.

While more detailed information is included in the personalised Hospital2Home Welcome Pack patients receive when joining the service, these videos help provide a simple, easily accessible overview. They cover key information such as how to place an order and how to contact the Hospital2Home team.



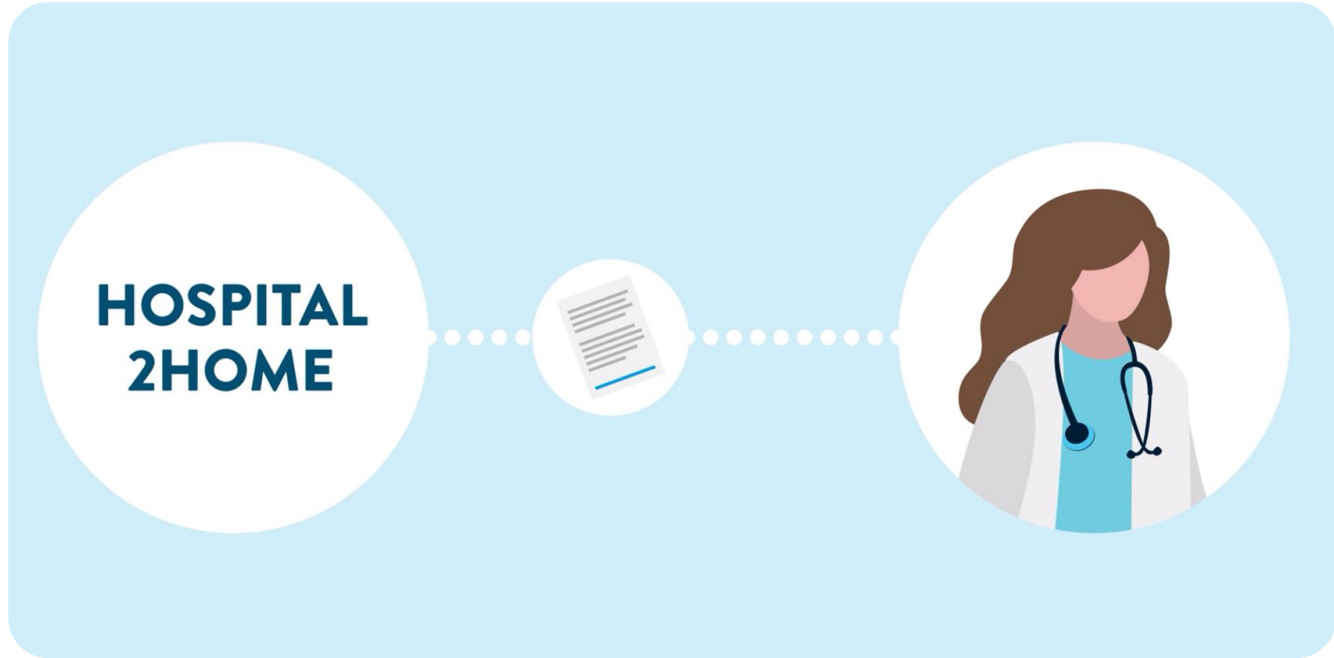
WELCOME TO HOSPITAL2HOME

An introduction to the Hospital2Home service and what patients can expect during the first few days back at home.



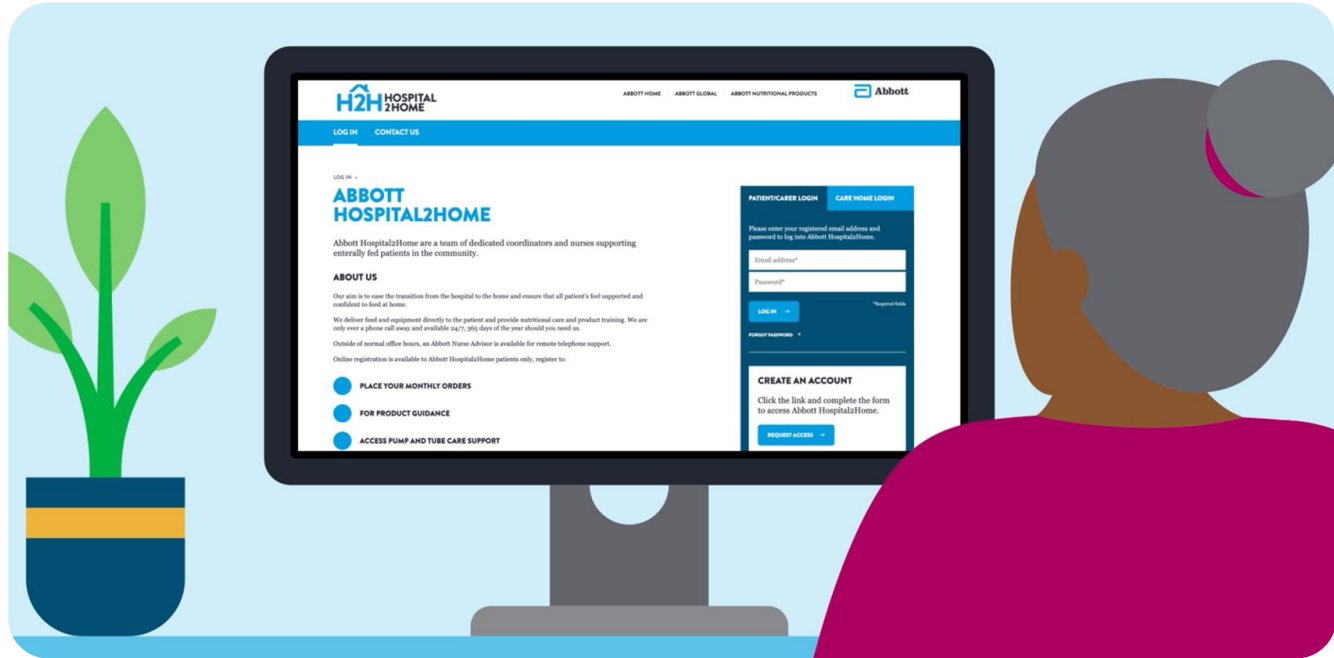
MEET THE HOSPITAL2HOME TEAM

Information about the dedicated professionals that patients can expect to speak to as part of the Hospital2Home service.



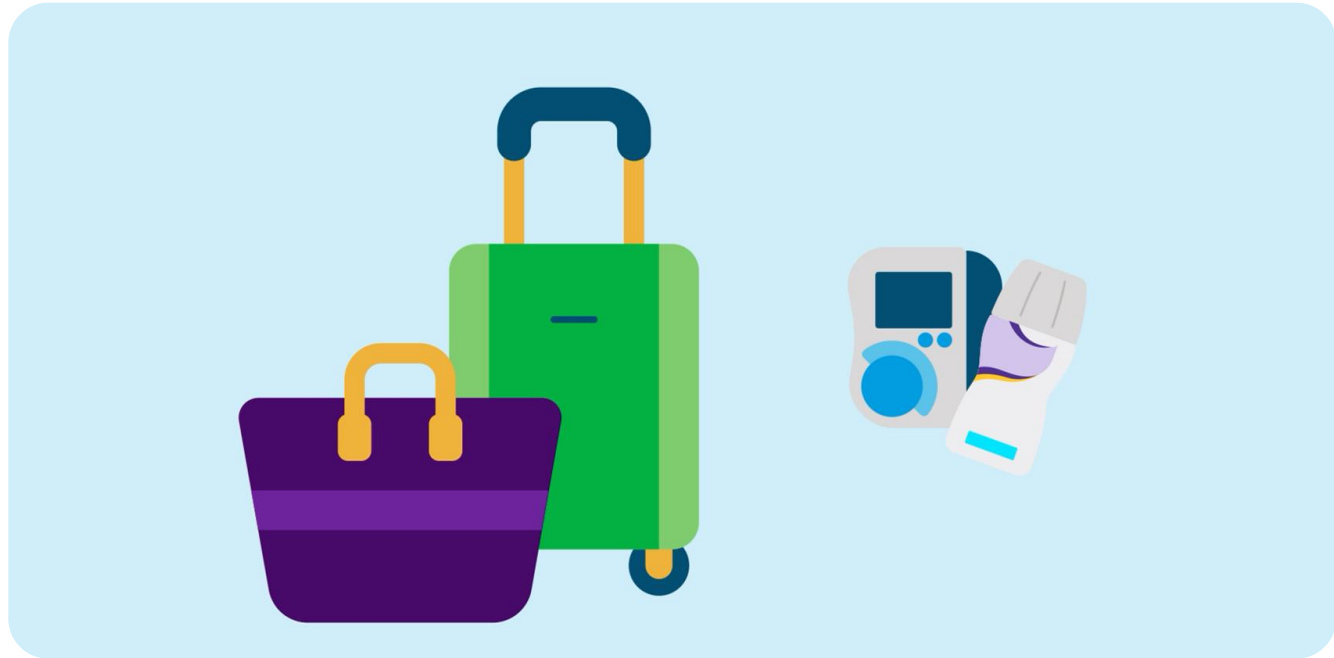
HOW DO I GET MY FEED AND FEEDING EQUIPMENT

Guidance on the process for obtaining feeds if on prescription.



HOW TO PLACE YOUR ORDER ONLINE

A step-by-step guide to the simple online ordering process – from registration to receiving the first delivery.



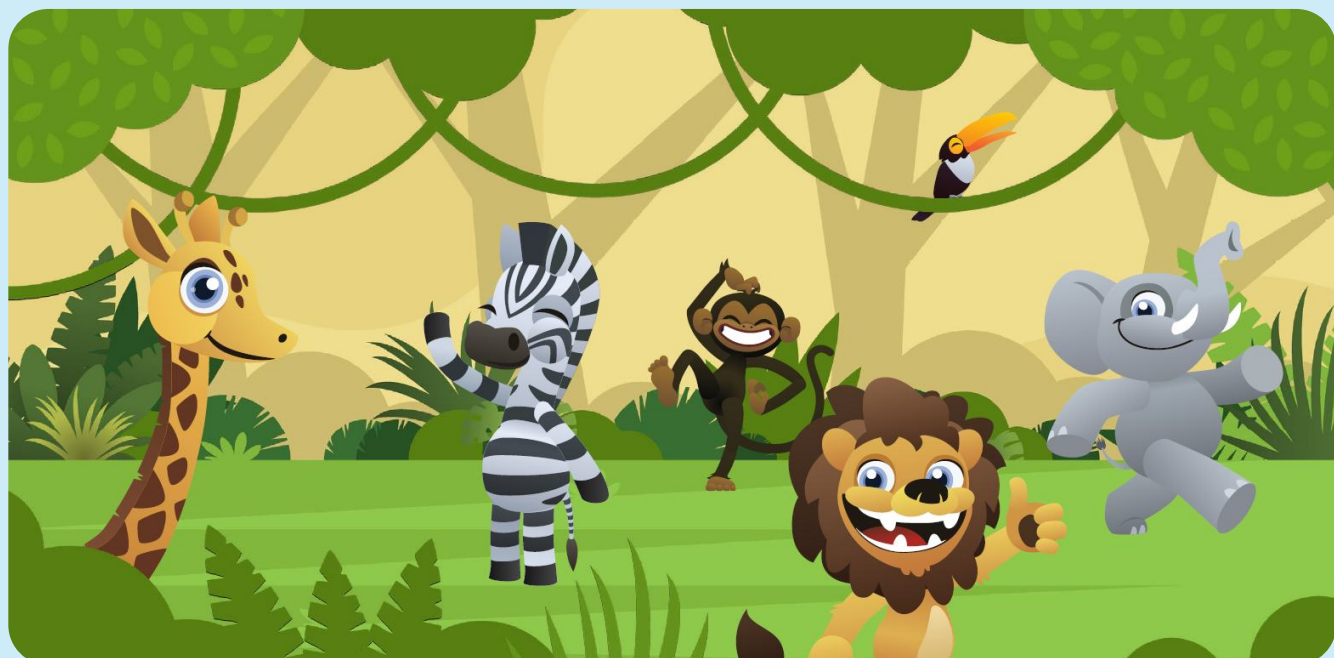
TRAVEL GUIDANCE

Information on important considerations that patients should make if planning to travel abroad.



HOW TO CONTACT US

Details on how to contact the Hospital2Home service for support, general enquiries, or in an emergency.



CHILDREN'S WELCOME TO HOSPITAL2HOME

We have also created a special video designed just for children. This introduces them to the colourful characters they'll find on their nutritional journey with Hospital2Home – as featured in their Welcome Packs.

These video series are the latest enhancements to Abbott’s ongoing digital improvements, strengthening the ways in which we connect with patients at home. Alongside [Virtual Consultations](#) with our Abbott Nurse Advisors and the [Queue Call-Back feature](#) added to our telephone service upgrades, we are committed to adding greater flexibility and convenience to improve the overall patient experience.

Please contact your local Abbott representative to learn more.

