

Planning for Leaving Hospital

This leaflet explains how your discharge from hospital should be managed following NHS treatment, so that you receive the right support.



Leaving Hospital

On occasions it may be necessary for you to have a stay in another care facility such as a care home, community support bed or community hospital to continue your recuperation. Health and social care staff will work in partnership to give you any support you need to ensure you are discharged safely.

Normally if the hospital considers that you would benefit from social care support on discharge they will make a referral to the hospital social work team. However, if this does not happen and you wish to discuss social care you can ask the hospital staff to contact them. You can get more general information about social care support ringing Call Derbyshire on tel: **01629 533190**.

If you have social care needs you are entitled to receive an assessment. This assessment may happen on the ward, in a community hospital, care home or it may be arranged soon after your return home. The advantage of the latter is that the social care staff and therapists can see how well you are managing and whether there are things you are struggling with. If you are eligible for support this may be provided on a short term basis to help you regain lost skills. This is known as Short Term Services.

If you have nursing needs, you may be entitled to some health funding via Continuing Health Care, which can contribute towards the cost of your care. This assessment may happen on the ward, but it is likely to be soon after discharge in the community.

Q. What is a social care assessment?

A. Social care assessment is carried out by a social care worker. You may ask family members or carers to be involved too.

The assessment will look at all aspects of your daily life and the things that matter most to you. It will look at your strengths and the support available from your family and friends and will identify any help you may need to support your independence. The assessment will use a set of standard government criteria to determine if you are eligible for statutory services. You will also be given information and advice about community resources you may be able to access.

Q. How long will the assessment last?

A. The assessment is personalised to your situation, needs and outcomes. It is an ongoing process, completed by the professionals involved in your health and care planning and it is continually reviewed appropriately as your situation changes through your hospital discharge journey.

Q. If I am eligible for care services will I have to pay?

A. If you are assessed as requiring a new home care or care home placement, this is initially of NIL cost in most circumstances. Each case is assessed individually and your allocated hospital discharge worker will ensure you have clarity of your financial position prior to discharge. Any increased or reinstated support arrangements will continue to be funded as before.

You may be offered a one-off direct payment to support your hospital discharge as an alternative way of paying for support at home. A direct payment is easy to set up and can be used to pay for services from a care agency or a personal assistant. On occasions it may be appropriate to pay for short term support from a family member or trusted friend using a direct payment.

Please speak to your hospital assessor for more details.

Q. If I wish to buy my own support can you help me to find what I need?

A. Yes, we will always give you information and advice to help you find the services you need. Our Brokerage team is available for all Derbyshire residents and can be contacted on tel: **01629 537763**, and they will help you to locate suitable services in your area.

Q. My family may struggle to care for me when I return home, is there any help they can get?

A. Derbyshire is committed to supporting family carers. A carer can request an assessment in their own right if they feel they need support with their caring role. Speak to Derbyshire Carers Association on tel: **01773 833833**.

Q. What can I do if I am not satisfied with my discharge from hospital?

A. If you feel your hospital discharge was unsatisfactory it is important you let us know so we can look at what went wrong and make improvements. If your complaint is about the hospital where you were a patient, please speak to the hospital's patient liaison service. If your complaint is about social care, you can contact Call Derbyshire on tel: **01629 533190**. Healthwatch Derbyshire is an independent organisation that represents people using health and social care services in the county - tel: **01773 880786**.



Derbyshire Home from Hospital Support Service

The Home from Hospital Service provides practical support for vulnerable people leaving hospital, or those living at home but at risk of being admitted.

You can use the service if you live in Derbyshire or are registered with a Derbyshire GP and have limited support from family or friends.



The service is provided by a combination of staff and volunteers from the South Derbyshire CVS consortium, which includes Amber Valley CVS, Chesterfield Volunteer Centre, Erewash Voluntary Action CVS and Voluntary and Connex Community Support.

The service will provide the following types of support for up to a maximum of 6 weeks:

- Fetching shopping and ensuring you have a plan in place to manage shopping after the service ends.
- Making sure your home environment is warm, comfortable, and clean.
- Community alarm or telecare systems to be provided, if needed.
- Supporting you to pay bills and make appointments.
- Collecting medication prescriptions.
- Supporting you to maintain and improve your social networks.
- Supporting you to understand care options and plan future support.
- Putting you in touch with other statutory, voluntary sector and community organisations.



At the end of the 6 week period you will either:

- Be able to manage day to day tasks independently, or with the same or a decreased level of support you had before your hospital admission.
- Choose to continue to have ongoing support from universal services.
- Have been assessed by adult social care for an ongoing care package.

To make a referral to this service contact South Derbyshire CVS consortium on tel: **01283 219761**.

Checklist for leaving hospital

- Discuss with family and friends, in advance of your discharge date, your needs when you leave the hospital.
- Discuss any questions, doubts, or concerns you may have with your nurse. If you don't feel you are being listened to or still have worries you can contact the hospital's patient liaison service. If your concern is about social care, you can Call Derbyshire on **01629 533190**.
- You and your carer should be provided with information on any training needs you may have, for example moving and handling.
- Make sure you have transport - an ambulance or hospital car can only be arranged if your doctor considers it to be medically necessary. Please speak to your nurse if you have any problems.
- Check with your nurse to find out if you need to attend an outpatient clinic at a later date.
- Make sure you have all the medicines you need. If you have any new medicines prescribed or you need extra supplies, these will be dispensed by the hospital pharmacy.
- Let your local Department of Work and Pensions know you are being discharged so your benefits can be adjusted, if necessary.
- Please make sure you have all your possessions with you and that you are not taking home any hospital property by mistake.

Further Information

Derbyshire County Council Adult Social Care and Health department produces a range of information about its services and those provided by other organisations in the community.

We provide leaflets on a range of topics that can be downloaded or a paper copy ordered from our website at www.derbyshire.gov.uk/careinfo or obtained from staff or a local office.

Leaflets available include:

- Guide to Adult Social Care and Health - how we work and what we provide
- Keeping Adults Safe - what we look for and what to do
- Guide to Carers Services - support, advice and information for carers
- Care Services Directory - residential homes and home care services in Derbyshire
- Putting People First - comments, compliments and complaints.

Leaflets are available in standard, large print and Easy Read versions and upon request in other formats such as Braille, audio or an alternate language. We also have videos, including BSL conversions on our YouTube channel at www.youtube.com/derbyshirecc

The Adult Social Care Information Promise – a **FACT** you can rely on.
We promise to provide you with:



Free information
Accurate information
Clear information
Trustworthy information.

If you think we have broken our **FACT** promise, please let us know so we can make improvements.



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