

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

It is an NHS priority to get you out of hospital as soon as you no longer need inpatient medical treatment. Ideally most people wish to return to their own home immediately but on occasions it may be necessary for them to have a stay in another care facility such as a care home or community hospital to continue their recuperation. Health and social care staff will work in partnership to give you any support that you need to ensure you are discharged safely.

Normally if the hospital staff consider that you would benefit from social care support on discharge they will make a referral to the hospital social work team. However, if this doesn't 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.

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 that you may be able to access.

Q. How long will the assessment last?

A. This will depend on your circumstances. It is best to set aside the morning or afternoon.

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

A. Most people are required to make some financial contribution towards their care costs. How much will depend on the income you have. We will support you to ensure you are receiving any welfare benefits that you are entitled to.

Q. If I wish to buy my own support independently can you help me 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. They can be called on tel: 01629 537763 and will help you to locate suitable services in your area.

Q. I am concerned that 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 that you let us know so we can look at what went wrong and make improvements. If your complaint is about the hospital you were a patient at 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. Healthwatch can be contacted on 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 six 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.
- Arranging for key safes to be fitted and 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 six 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 817417**



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 that 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 Care department produces a range of leaflets that can be downloaded or ordered from our website at **www.derbyshire.gov.uk/careinfo** obtained from staff, at a local office or via Call Derbyshire on tel: **01629 533190**.

You can also contact us by:

Text: **86555** Fax: **01629 533295** Minicom: **01629 533240**

Leaflets available include:

- Guide to Adult Care - 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 and upon request in other formats such as Braille or alternate languages. We also have videos, including BSL conversions on our YouTube channel at **www.youtube.com/derbyshirecc**

The Adult 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.