

## What is the Home & Settle service?

Being admitted into hospital is sometimes necessary, but we recognise that you will want to return home as soon as you are medically fit to do so.

The Newham Take Home & Settle Service can help you with practical and emotional support after you are discharged. It can help you to adjust as smoothly as possible from being in hospital to moving back home.

## How does it work?

Although you may be quite independent, you may find you could benefit from some extra support and practical help when you leave hospital.

Whilst you are still on the ward our Project Co-Ordinator, who is based at Newham Hospital, will visit you to talk about your needs when you return home. They can also arrange for one of our dedicated Home & Settle Support Workers to drop in to see you for up to 4 weeks following your discharge from hospital. There is no cost to you as the service is

jointly funded by the London Borough of Newham & Newham Clinical Commissioning Group.

## How can it help me?

Our **free** service is available to people aged 18 plus. We can provide help and support so you are comfortable and safe in your home, including:

- Helping you to get a taxi home.
- Delivering your hospital prescribed medication to your home so you don't need to wait for it.
- Making sure you have enough food and drink at home and that your home is warm and welcoming.
- Helping with domestic chores e.g. light housework, making beds etc.
- Collecting your shopping and prescriptions.
- Calling in for a regular chat
- Supporting with other non-medical/nursing requirements
- Set-up of micro-environment enabling you to receive hospital equipment

- You may need help with something else so please let us know and we will do our best to help.

***Please note: shopping, taxis and utility meter top-up will need to be paid for by you.***

## Coronavirus – Covid-19

The Newham Home & Settle Team follow NHS & government guidelines and will wear PPE when entering your home. This consists of masks, gloves and aprons. At times they may ask you to also wear a mask of which they will provide. If you cannot wear a mask for medical reasons please advise the Project Co-Ordinator during your assessment.

## Who can refer to the service?

Anyone can refer to the service, including:

- You – you can refer yourself
- Your family and friends
- Carers
- Health & Social Care Professionals e.g. Nurses, Doctors, Physio's, Social Workers, GP's etc.

Age UK East London is a voluntary organisation and a registered charity. We work with and for people 18+ to provide services and to represent their views.

**Our services available in Newham include:**

- Information & Advice
- Advocacy
- Befriending
- Home & Care Services

**A full range of our services can be found on our website**

[www.ageukeastlondon.org.uk](http://www.ageukeastlondon.org.uk)

You can also join our 'Older People's Reference Group' to tell us your views.

**For further information about the service, please telephone the Take Home & Settle Project Co-Ordinator on:**

Mobile: 07961 830 553

Email: [info@ageukeastlondon.org.uk](mailto:info@ageukeastlondon.org.uk)

**Or contact us at our Head Office:**

Age UK East London  
82 Russia Lane  
E2 9LU

Telephone: 020 8981 7124  
9.30 am–5.30 pm  
Monday–Friday

Answerphone available at other times

The Organisational Quality Standards are endorsed by the Charity Commission



## **NEWHAM HOSPITAL HOME & SETTLE SERVICE**



*This service is jointly funded by the London Borough of Newham and Newham Clinical Commissioning Group*