

Support from adult social care when leaving hospital



Whilst in hospital

If, at any age, you are recovering in hospital following an illness or operation, you might need support after you are discharged with:

- Getting in and out of bed
- Washing and dressing
- Toileting
- Preparing a hot meal or drink
- Equipment to help you become more independent.

Before leaving hospital a physiotherapist or an occupational therapist or a nurse will discuss your **needs** and your discharge arrangements with you and your family and carer, if you would like for them to be involved.

If the ward feels that you would find it difficult to manage at home without some help, you will be referred to the **Newham Integrated Discharge Hub (IDH)** to make arrangements for you to return home safely.

The aim is to get you home as soon as possible when you are medically well enough.

To help you **recover** and live independently, Adult Social Care may offer additional support. This could include organising community health services, providing equipment, arranging Reablement or other types of support.

If you need **support** from Adult Social Care, you and your representatives will be informed of the relevant team and their contact details.



Take Home and Settle Service (delivered by Age UK East London)

Adult Social Care may refer you to the **Take Home and Settle service**. This is a free service and can support older people with low to moderate care needs where the delay to discharge is due to domestic arrangements.

The service meets people on their arrival at home from hospital and helps them to settle back into their home and normal routine.

The service is delivered from the day of **discharge** for up to four weeks, dependent on need and may involve:

- Ensuring the home is adequately lit and heated (e.g. switching on the heating, topping-up the electric/gas, etc.)
- Obtaining any immediate food shopping
- Making a snack and drink/meal preparation
- Light housekeeping (e.g. changing bed linen, clothes and linen washing, tidying up, etc.)

The Take Home and Settle service can be contacted on **020 3011 1241 (option 1)** or email homeandcare@ageukeastlondon.org.uk

Support from Adult Social Care

If you require support from Adult Social Care, you and your representatives will be contacted by a social care practitioner to discuss the support you need on discharge.

If necessary, a short-term service will be arranged to facilitate your discharge.

Adult Social Care will carry out an assessment with all Newham residents and their carers whose needs have changed since being in hospital. This usually takes place once you return home or when you are temporarily being cared for in a different place, such as a care home. This is sometimes called '**Discharge to Assess**'.

After your assessment we will:

- Identify and agree your ongoing needs for care and support
- The support needs of your carer(s)
- Discuss the help and support available.

You and your representatives will be provided with contact details of the relevant team/allocated worker upon discharge.

Getting ready to leave hospital

- Speak to your ward staff about what needs to happen when you get home
- Consider what support you might need when you get home and how family and friends may be able to assist your family or carer in any conversations
- Think about what your goals are for your recovery at home
- Organise your transport home on your discharge day and know who will meet you when you get home.

Support to return home after hospital- Reablement

Reablement refers to the support provided to adults aged 18 and over to help them retain or regain some of the skills they may have lost because of:

- A change in health
- Disability
- Loss of confidence, maybe after a fall
- A time in hospital.

The service aims to help you live a more independent life and reduce or prevent the need for ongoing care. The purpose is to help you do as much as possible for yourself instead of other people doing it for you.

The **support** provided will usually focus on helping you to complete ordinary tasks like cooking meals, washing, dressing, moving about the home and going out.

Equipment may also be provided to help you manage daily living tasks more easily.

You will work with staff to set realistic **goals** which will be form a personalised Reablement plan. The service is free, provided at home and lasts up to six weeks. However, the average intervention usually lasts for three to four weeks.

A new care package, or an increase to your existing care package

A plan of initial support at home based on your current needs will be discussed. The additional care you need immediately after hospital is free for the first 4 weeks. Your key team will contact you and arrange an assessment of your needs at home during this time.

Urgent Community Response Service

If you become unwell after your **discharge** or have issues with your medical needs (including medication), falls, continence or equipment, the [Urgent Community Response Service](#), provided by East London Foundation NHS Trust can offer triage, assessment and treatment in your own home within two hours of the initial referral.

This can enable you to remain safe and well without needing a readmission to hospital.

The service is free and is open 7 days a week between 08:00 and 22:00 (last referrals accepted at 19:59) and can be contacted on **020 8709 5555**.

Carers

If someone such as a family member or friend is regularly helping you – for example, cleaning regularly, helping you move around indoors or outdoors, or supporting you with your personal needs, they can find information on their rights and support available on the [Newham Council Adult Social Care](#) webpages.

[Newham Carers Community](#) (NCC) provide support to carers and young carers across the borough of Newham.



NCC offer free and confidential advice, information, activities and support to unpaid carers living or caring for someone living in Newham.

NCC can be contacted on **020 3954 314** or email info@newhamcarerscommunity.org.uk.

Carers may also be eligible for a Carers Assessment to determine their needs as a carer.

Financial Assessment

If you are eligible for ongoing support from Adult Social Care beyond 4 weeks after you are discharged, you may have to make a contribution towards the cost of your services.

Adult Social Care will support you to complete a financial assessment which considers your income and savings. We will then work out whether you will need to make a contribution towards the cost of your care and how much.

Local Support

Tailored support and advice is available via the Well Newham Directory of services at www.wellnewham.org.uk

This is an online directory of different health and wellbeing services you can access in Newham. There are many Newham-based services listed from stop smoking services, to free nutrition courses, to legal advice and social events near you.

Information also includes:

- Financial support and advice (including benefits)
- Reporting abuse or neglect
- Community-led activities and other support groups
- Legal support and advice
- Applying for a blue badge.

Being discharged to a placement

Sometimes people leaving hospital are not able to return to their previous place of residence straight away. This can be due to a variety of reasons such as your healthcare needs, your wider circumstances or your home environment. If so, Adult Social Care will work with NHS partners to arrange your discharge to a placement for a short time period, usually up to four weeks.

This could be a community hospital, a rehabilitation centre or a care home and is sometimes called a 'step-down bed'. This is so you can receive further support to **recover** and to enable us to make a better assessment of your long-term needs.

Our aim is always to support you to return home following this.



What happens next?

After you have arrived at the placement, Adult Social Care will visit to **assess your care and support needs** within 4 weeks.

We will then work with you to decide how best to meet your long-term needs. This would also include how any ongoing care costs would be paid for. For example:

- You may be assessed under the NHS Continuing Healthcare Framework. [NHS Continuing Healthcare](#) is fully funded care for people who are assessed as having a **'primary health need'**. It's arranged and funded by the NHS.
- If you are discharged to a care home arranged by Adult Social Care you will not be charged for the first 4 weeks. If you need **ongoing support** following your assessment, or a long-term care home placement, a financial assessment will be completed by us to establish how much you need to pay towards your care. More information can be found here [Paying for Residential and Nursing Care](#).



Long Term Care Home Placements

If **returning home** is not possible Newham Adult Social Care will work closely with you and your representatives to explore all your options, ensuring you feel heard and understood.

This might mean recommending that you stay in a care home, but we'll provide all the advice and information you need to make the best decision for your well-being. It's really important to discuss this with us, as there are several factors to consider, such as

- **Available care home beds:** We'll help you find local options that meet the Council's benchmark rate. This is the rate that the Council will pay.
- **'Third Party Top-Up Policy'** If you prefer a care home that costs more than the best-value equivalent in Newham, we'll guide you through how this policy works and what it means for you. (visit www.newham.gov.uk/topup)
- **Financial circumstances:** We'll assist you in understanding what you will need to pay based on your financial situation, so there are no surprises.

- **Location preferences:** If you wish to live in a care home outside of Newham to be closer to family, we'll explore those options together to find the best fit.
- **Current accommodation responsibilities:** If you have an existing tenancy, it's vital not to give it up until a decision is made and a long-term plan is agreed upon. We'll help you navigate this process to ensure everything is handled smoothly.



Points of Contact

You will be notified of the team who will be responsible for the **support** you need and their contact details.

Your key team / worker is:

.....
.....
.....

Contact number and email:

.....
.....
.....

We ask that you contact this team in the first instance.

Newham Discharge and Assessment Team

If you do not know your key team, please contact the Newham Discharge and Assessment Team

Telephone: **0207 363 8625**
Email: ASCIntegratedDischargeHub@newham.gov.uk

Newham Adult Social Care

You can also contact Newham Adult Social Care on **020 8430 2000 Option 2**, Monday to Thursday 9am-5pm or Friday 9am-4.45pm.

Textphone: 18001 020 8430 2000

Safeguarding

To report suspected abuse or raise a concern for an adult at risk, please contact us on **020 3373 0440** or email ASCsafeguardingconcerns@newham.gov.uk

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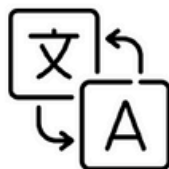
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