



Home from Hospital

Information Booklet



Code of Practice
Platinum Accredited
Organisation

Durham
County Council





About

Care Connect's Home from Hospital service is completely **free** and could benefit anyone with anxieties about returning home after a stay in hospital. This includes accident and emergency departments.

Eligibility

We provide help and support for up to 6 weeks for people who are returning home after a stay in hospital and are:

- **aged 18+**
- **in need of low-level support**
- **do not have support from friends or family**
- **live in County Durham**

Care Connect has the right to decline or remove services at any time if you do not fit these criteria.

Our Service Aims

The Home from Hospital service helps to promote and support your independence following a stay in hospital.

Care Connect staff will encourage you to carry out simple tasks (if they feel you are able to) to help assist your recovery and get you back to being as independent as possible.

The service helps to avoid re-admissions into hospital by helping you adapt at home after a hospital visit.

We can organise the service to start to coincide with your discharge date if required.



What to expect



Support to remain independent at home. It does not include personal care or befriending.



Regular visits from Care Connect staff lasting 30 minutes to 1 hour. Care Connect staff may need to postpone, reschedule, or leave your appointment if they receive an emergency call.



Care Connect will review your requirements throughout their visits.



What's included

Shopping

- ✓ Care Connect staff will come to your home to collect a shopping list and cash to pay for the shopping (maximum £30).
- ✓ They will shop at the most convenient supermarket for them to purchase your items.
- ✓ They will purchase your shopping and then deliver this to you and help you put it away.



Things we can't do:

- ✗ A large weekly shop.
- ✗ Use payment cards on your behalf.
- ✗ Take supermarket preferences into account.
- ✗ Transport you to the supermarket.



What's included

Pop in visits

Dependent on your needs, visits by Care Connect staff can include:

Meet and greet

Meeting you at your home when you are discharged from hospital.

Ensuring your home is warm

Making sure the heating is on and the house is warm on your return.

Scheduled visits

Visiting to check on your welfare. This can include assistance to ensure you're comfortable.

Service information

Talking and introducing you to different services that are available to you.

Light cleaning

Establishing what light cleaning is required. This could include tidying of surfaces, light hoovering, and emptying bins.

Light meals

Making hot and cold drinks, a sandwich, microwaving a ready meal, a quick snack, a quick, hot meal e.g. beans on toast.



Things we can't do:

- ✗ Offer befriending services.
- ✗ Take cleaning preferences into account.
- ✗ Conduct heavy cleaning, full home cleaning, iron clothes, mop floors, move furniture, or clean entire rooms.
- ✗ Make full meals that require long cooking times.
- ✗ Make meals using ovens or chip pans.

What's included

Prescription collection

- ✓ Care Connect staff will call you to discuss what prescription to collect and where from.
- ✓ If your prescription is chargeable, we will visit your home at an agreed time to collect cash to ensure we can pay for your prescription.
- ✓ We will then drop this off for you at home.



Arranging transport

- ✓ We can arrange transport for you for a hospital or GP appointment.
- ✓ This can include booking a taxi or organising NHS patient transport services.

Things we can't do:

- ✗ Use payment cards on your behalf.
- ✗ Pay for your taxi fare.
- ✗ Transport you to appointments.

What's included

Other helpful services

We can;

- ✓ Recommend and inform you of other services available to you.
- ✓ Make appointments for you e.g. GP appointments.
- ✓ Help with paperwork e.g. help to fill out forms/access forms online.
- ✓ With your permission, make a referral on your behalf to other services.
- ✓ Signpost to local services/referrals/community groups.
- ✓ Support you to develop your confidence and independence.
- ✓ Discuss the Care Connect and Telecare service and how we can help.



Contact us

 03000 262 195

 care.connect@durham.gov.uk

 <https://www.durham.gov.uk/HomeFromHospital>