

Short-term care package to help prevent you going to hospital

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Information sheet B9

April 2015

Introduction

The NHS and Social Care Services are working together to help prevent people being admitted to hospital when they have a short-term health need that could be met with support from a nurse and care provider in the community.

How does it work?

You will have contacted your GP in the normal way. Your GP will then talk to us to explore what resources are available and what we can help you with while you are not feeling well. It is possible that instead of admitting you to hospital you may be treated in your own home, or temporarily cared for in a care home.

Social Care Workers and Health Staff will work together until you are better. They will discuss things with you to agree when your short-term help will end.

How much does it cost?

There is **no** charge to you for the care that is provided for the period of time that you would normally have been admitted to hospital.

What if I still require help?

If you still require social care services after your short-term care ends, this will be agreed with you and arranged. There may be a charge for this care, but you will be financially assessed before any charge starts.

What if I already have care at home?

Your usual care arrangements will be re-started when your short-term help ends. If you require an increase or reduction in your care, this will also be arranged. Any charges you paid before will also start again.

Temporary admissions to a care home

It may be that you go to a care home to be looked after to prevent you going to hospital. This will be for a short time, until you are feeling better. You will not be asked to pay for this. In a very few circumstances it may be agreed with you that a residential home is the best place for you to receive care longer term. You will be asked to pay a contribution for long-term care based on a financial assessment. This will be explained to you.

Admission to hospital

If it is felt that hospital is the best place for you, this will be arranged and short-term care cancelled.

Do you have any questions?

Please contact your GP if you have a question about your health.

Please contact Somerset Direct by phoning 0300 123 2224 if you have a question about your social care.

Other useful information

You may also find these information sheets useful

- B3: Home care
- D5: Care home beds for rehabilitation

Your opportunity to feedback

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, www.somerset.gov.uk, or

- Speak to your social care worker.
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer
Floor B2 East
County Hall
Taunton
TA1 4DY
Email: customerexperience@somerset.gov.uk

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