

This information sheet tells you about some of the help and support that is available, as well as giving you some useful contact details. Social Care can provide advice and information if you want us to, and help arranging what you need if you have no one else to help you. But, we know lots of people like to make their own arrangements.

If you would like more detailed information, please look on our website www.somerset.gov.uk, on the Somerset Choices website www.somersetchoices.org.uk/ or in the Somerset Care Services Directory. Please ask ward staff or social care staff for a copy of the directory.

If you would like to discuss any of these things, or if you need help arranging what you need, please ask a member of the hospital staff to contact us, or when you leave hospital you can phone us on 0300 123 2224.

For information about a care assessment please see our information sheet **A4: Your care and support assessment**

For information about eligibility for our financial support please see our information sheet **C5: Help with paying for care and support**

Red Cross Home from Hospital service

The Home from Hospital Service helps many people each year go back home after a stay in hospital. The service can give short-term practical and emotional support to help you get your confidence back and live independently.

Help can be provided by:

- taking you home and helping you to settle in;
- assisting you with shopping;
- collecting prescriptions and pensions

- Offering companionship

Trained volunteers from the British Red Cross provide this free short-term service.

You can contact the Home from Hospital Co-ordinator by phoning 01823 273707 or writing to:

Home from Hospital,
British Red Cross,
Red Cross House,
Livingstone Way
Taunton TA2 6BD

For the Medical Equipment Loan Service please phone 01823 273 746.

You can find more information about these services on the Red Cross website: www.redcross.org.uk

Aster Home from Hospital service

Aster also offers a home from hospital service. If possible, someone will visit you in hospital before you go home. But, they can come to see you at your home if you prefer or if there isn't enough time before you go home. They'll talk to you and find out what your needs are and may help you to:

- Get your home ready for when you come back
- Arrange minor house repairs if they're needed
- Give you a telecare alarm free for up to six weeks.
- Provide information and arrange minor adaptations to your home, for example, grab rails.

For more information about the Home from Hospital service visit www.asterliving.co.uk/ or phone 0333 400 8299

Support when you get home

Lifelines

In Somerset, Community Alarm services are available through District Councils. They can provide a device that sits between your phone and its socket point, and an alert button that you wear. By pressing the button, an alert is directed to a call centre that will respond instantly. The

centre can speak to you even if you are not near the phone, but this will only happen when the button is pressed.

Meals

There are organisations that provide frozen meals that you can order in advance and heat up when you want them. Wiltshire Farm Foods is a private company that provides a service in many parts of the country. You can find out more from their website www.wiltshirefarmfoods.com or by phoning them on 01225 776793.

Domestic help

There are several independent care agencies in Somerset that you can privately buy domestic support from, for example cleaning and laundry.

Help with medicines

Taking your medicine is always your responsibility. There are times when you may need some support to help you take your medication. If you have any concerns, talk to the ward staff, or, if you have left hospital, talk with your GP or a pharmacist.

Care at home providers may be able to support you with medication if there is no one else to help you

Moving and getting out and about

Equipment to help you

Please see our information sheet '**B4 How to get good advice about equipment and adaptations**'

Blue Badges

You can find the criteria and application details for a blue badge on our website at www.somerset.gov.uk/bluebadge or by phoning us on 0300 123 2224.

Care at home

Regaining Independence

We know that many people, for a short time after being in hospital, need a little help and support at home. You may be eligible for support from our reablement service. Ward staff or social care can provide more

information about what is available where you live. This support is usually free to start with.

Social Care Services may be able to help you pay for the following services if you have less than £23,250 in capital and savings and if we assess you as needing help under the national eligibility criteria.

Home care

Home care providers must be registered by the Care Quality Commission, who also inspect and regulate them. You can visit their website to check, www.cqc.org.uk, or ask a social worker. Providers can help you with things like, getting washed and using the toilet, getting in and out of bed, and dressing and undressing.

Supported living, sheltered housing and care homes.

We understand that being in hospital often isn't the right place to make difficult decisions. Please talk to a social worker before thinking about these options, as there are many ways to support you to return home to consider first.

Caring for someone?

If you care for someone, there is support available for you too. Please see our website www.somerset.gov.uk/carers where there is information to help you, or ask to speak with a social care worker.

If you, your carer, family or hospital staff feel that you will need extra support when you leave hospital, you can ask us to carry out an assessment while you are in hospital or before you go into hospital if you are waiting for an operation.

A social care worker will agree a care and support plan with you, which tells you what help and support will be arranged for you when you return home. This makes sure that you can leave hospital safely, as soon as you no longer need hospital care. Someone from the local social care team will contact you after you have returned home to check that the care plan is still right for you. The help may be increased or reduced depending on how you are. The aim is to provide the right short-term help to allow you to recover your independence.

Interim care home placements

When your treatment is finished, you will be expected to leave hospital as soon as possible. For some people, particularly if they can't go home, for example, because you need more time to recover, or you are moving into a care home, but the home of your choice doesn't have a vacancy, we may ask you to move to a short-term placement in a (different) care home. This is known as an "Interim placement" and means you don't have remain in hospital any longer than you need to.

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

This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.

Where can I go to choose my own care and support?

Go to www.somersetchoices.org.uk

NHS



SOMERSETChoices