

Factsheet 19 – 14 October 2011 (2 Pages)

Leaving Hospital

Going into hospital can be an anxious time. You (or your carer, family or friends) may be worried about how you will cope when you return home. We can help you get back to living as independently as possible when you leave hospital.

We will always offer advice and information to help you to meet your own needs and to keep your independence, possibly with help from carers, friends or family.

Planning to go home

During your stay in hospital, social and health care staff will work together, and talk to you about the options available to you when you leave ('are discharged from') hospital. We will discuss, with you, the help we can offer you, depending on your needs and circumstances.

If you were not receiving help from us before you went into hospital and we think you may need help, or you need more help than you did before, you and/or your carer will be offered an assessment. This assessment will help us to decide if your level of need qualifies you for a service or additional care or restart the service.

We have to consider carefully each person's circumstances and difficulties to make sure our services are provided fairly and are used to support the people in most need. More information on assessments and Fair Access to Care (FACS) can be found in factsheets *FS 1 – Assessment and Fair Access to Care* and *FS68 – Single Assessment Process*. If you prefer a personal explanation, please telephone Care Direct on 0845 1551 007.

Once your needs have been assessed, and if you are eligible for care, a support plan will be agreed with you. The aim of the support plan is to make sure that you are able to leave hospital safely as soon as you no longer need hospital care, and that you will receive the right services and support to meet your needs that were discussed during your assessment.

Other options available when you leave hospital

Intermediate Care

When you no longer need to be in hospital, with your agreement, we may arrange for you to receive intermediate care services. These are a range of short-term treatments or rehabilitation services with appropriate care support, and have the potential to improve your independence within a period of up to six weeks, dependent on assessed need. These services are sometimes provided in a residential home or in your own home and aim to reduce the length of time you stay in hospital.

Continuing NHS Health Care

If your health needs have been identified as intensive, complex or unpredictable, a Continuing Healthcare Checklist should be completed by the relevant person along with a Health Needs Assessment. If the Checklist indicates a positive screen, you may be offered a placement or package of care under four weeks' NHS Funding so a multi-disciplinary assessment can be done for Continuing Healthcare in a more appropriate setting.

Moving into a care home

Following an assessment with you, and talking to you and/or your carer, family and friends, and it is decided that you need to move into a care home, we will give you advice and information to help you find a suitable home. For more information on this see the following factsheets:

FS10a – Is a care home right for me?

FS10b – Choosing a care home

FS10c – I've chosen a care home

You can also ring Care Direct on 0845 1551 007 for further advice.

Paying for your services

A financial assessment will be needed to work out if you need to make a contribution towards the cost of your care services. This is explained in our factsheets: *FS2a – Charges for home care, day centres and community meals* and *FS10d and e – Paying for short term and respite care and Paying for long term care*.

How we can help your carer

We may be able to help someone who provides regular care or help for you at home. This could include a carer's assessment and follow-up advice, information and help. Ask your care manager about carers' assessments and the Devon Carers Link for your area.

Making a complaint

If you are unhappy with the service you are receiving, you should first discuss the problem with Care Direct tel. 0845 1551 007. If you tell them what is worrying you, we will try to find a solution. If the problem persists please let us know. You can either ring **Customer Services on 0800 212 783** or you can fill in the feedback form in our *Leaflet 3 - Compliments, Comments and Complaints*, available from Care Direct or online at www.devon.gov.uk/factsheets.

For more information

You can contact the **Patient Advice and Liaison Service** who provide free confidential information, advice and support on all matters relating to NHS healthcare and related social care, telephone 01271 314090 for North Devon or 0845 1110080 for other areas of Devon.

You can also contact Care Direct on 0845 1551 007.

You may also find our range of leaflets and factsheets useful which can be found online at www.devon.gov.uk/factsheets including:

Leaflet 1 – Social Care for Adults

FS51 – Domiciliary care services and how they are arranged

FS52 – Do you need day services

FS55 – Help with meals

FS79a – Equipment to help in your home

FS79b – Adapting your home

A large print version of this factsheet is available on www.devon.gov.uk/largeprint-factsheets but if you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.