

# Home from hospital – North Somerset



# About this booklet

This information booklet tells you about the services that are available in North Somerset which might help you to live independently at home when you leave hospital.

We would encourage you to use this information to think about the type of support you (or a friend or family member) may need in order to live safely and securely in your own home.

You may be looking at this booklet at a time of crisis for yourself, or for a friend or family member, and considering making changes to your living arrangements.

If you wish to discuss your situation before you leave hospital a member of the '*Home from Hospital Partnership*' can come up to the ward and talk to you, simply call the number below to make an appointment.

Please feel free to take this information with you when you return home for future reference. You can contact the service, if you are in hospital, by calling

For **Weston General hospital: 01934 647 035**

For **Bristol Hospitals: 01179 542 222**

Please leave a message for the Home from Hospital Partnership who will get back to you.

If you are calling after you have left hospital, please call Care Connect on 01275 888 801, who can advise you on a range of other services as well as putting you in touch with the Home from Hospital Partnership.

# About the Home from Hospital Partnership

In 2009 a small group of local organisations met with Care & Repair England to discuss how best to help people, particularly older and disabled people, who could benefit from practical help to return home after a stay in hospital.

Out of that meeting came the Home from Hospital Partnership. This is supported by the Adult Social Services and Housing Directorate of North Somerset Council.

The aim of the Partnership is to work together to support the needs of people being discharged from Hospital in order to ensure that people are able to continue to be as healthy and independent as possible in their own homes.

# Who to turn to for information and advice *(for older people)*

## **FirstStop Housing and Care Helpline**

This is an independent, impartial, free telephone helpline and website which offers information and advice about housing options in older age, paying for care and support services and other financial information.

Tel: **0800 377 7070**

Web: **[www.firststopcareadvice.org.uk](http://www.firststopcareadvice.org.uk)**

## **Age UK Somerset** (covering North Somerset)

Provide information, support and advice on a wide range of issues that affect older people.

If you would like to speak to adviser you can phone or call in to:

Tel: **0845 643 4709**

**[www.ageuksomerset.org.uk](http://www.ageuksomerset.org.uk)**

Other services provided by Age UK Somerset

**Advocacy**

Tel: **0845 643 4701**

**Together (Befriending) Service**

Tel: **0845 643 4703**

**Information and Advice**

Tel: **0845 643 4621**

# Who to turn to for information and advice (*all ages*)

## **Citizens Advice Bureau North Somerset**

Provides information and advice on a wide variety of subjects.

The Badger Centre, Weston-super-Mare, BS23 1JY

Tel: **08444 111 444**

National Information website: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## **Weston and District D I A L Disability Advice Information Line**

Provides information and advice for disabled people of all ages

Tel: **01934 419 426**

## **Nailsea Disability Initiative**

Information Advice and Assistance

10 Crown Glass Place, Nailsea BS48 1RD.

Tel: **01275 812 183**

# Who to turn to for practical support A-Z

## Council services – North Somerset Council

North Somerset Council is the local authority for the area and has many responsibilities and services, these include Adult Social Services. Services provided include:

● Care at home ● Extra care housing ● Occupational Therapy ● Social Work advice and support ● Blue Badge Parking Permits ● Community Meals ● Safeguarding Adults – support for adults at risk and the Care Navigator Service.

The Care Navigator service is available to those who will be paying for their care privately.

The care navigator can:

- Discuss your options and assist you to get the help that you need
- Assist you to purchase the right care at the right price.

If you or a family member/carer would like to talk to a care navigator they can be contacted via Care Connect.

Call **Care Connect** on **01934 888 801**

For information and referral for services call

**Care Connect** on **01275 888 801**

Web: [www.n-somerset.gov.uk/Social+care/](http://www.n-somerset.gov.uk/Social+care/)

## Carelink

This is a 24-hour emergency alarm system that can be installed in nearly all types of home. There may be a charge dependant on your circumstances.

Tel: **01275 888 801**.

## Community Meals

This service is available for people who are older, sick or have disabilities who are living at home and cannot cook their own meals. The services provide a range of hot meals to your home daily and cater for a number of different diets.

Tel: **01275 882 155** or **Care Connect** on **01275 888 801**

## Community Transport

Schemes in Nailsea and Weston-super-Mare provide accessible vehicles for hire for groups or individuals. A hire fee and mileage costs are charged.

### **Nailsea and District Community Transport**

Tel: **01275 855 552**

### **Weston and District Community Transport**

Tel: **01934 629 657**

For more information on additional services call

**Care Connect** on **01275 888 801**

## Falls Prevention

Care Connect can provide advice and information to help you stay safe and reduce the risk of falls and assess whether you would benefit from help from the falls prevention team. The falls prevention team specialises in providing advice and therapy to prevent and reduce the risk of falls for people at high risk of falling.

**Care Connect** on **01275 888 801**

## The Stroke Association

**The Stroke Association** provide information, advice and support to stroke survivors and carers, signpost to other services, work with the PCT Stroke Care Coordinator and GP's and provide communication support in collaboration with South Western Active Stroke and Heart Ltd.

**South Western Active Stroke and Heart Ltd (SWASH)** provides support for people to help get their life back after a stroke.

**Stroke Association** Information and Advice Support  
Coordinator Tel 07799 436 024

Communication Support Coordinator Tel 07717 275 820

**South Western Active Stroke and Heart Ltd** –  
Tel 07870 140 696

## Telecare

Telecare describes the range of detectors which can be used to raise an alert within the home or at a control centre.

Telecare helps minimise the risks associated with independent living, including falls, wandering, inactivity, medication, cooking, memory loss.

For more information please contact

**Care Connect** on **01275 888 801**

**[www.n-somerset.gov.uk/telecare](http://www.n-somerset.gov.uk/telecare)**

# Who to turn to about housing help

## North Somerset Care and Repair

Provide advice and help for older and disabled people with organising home repairs (*home owners, not tenants*) and adaptations (*owners and tenants*). Also give advice about moving home options, home safety and services that can help people to stay in their own homes. Tel: **01275 858 518**

## HandyVan Small Jobs Service. Tel: **01275 858 518**

There is a minimal labour charge plus materials at cost price.

## North Somerset Council – HomeChoice and Housing Advice

Deals with applications for social housing and general advice about any housing issue, including homelessness, sheltered and extra care housing.

Tel: **01934 426 330**

## North Somerset Council Private Housing services

Has responsibility for administration of grants and financial assistance for home owners and tenants. Also deals with the standards of accommodation in the Private rented sector.

Tel: **01934 426 885**

## **Energy efficiency and fuel poverty**

Gives advice on how to keep your home warm and save energy and information on Fuel Poverty.

Tel: **01934 426 686**

## **Warmfront**

Heating and Insulation grants. Tel: **0800 316 6011**

## **Energy Saving Trust**

Provide free or discounted loft and cavity wall insulation. Entitlement is related to your age and receipt of certain benefits. Tel: **0800 512 012**

# Housing related support

The following providers offer support to older people in their own homes.

## **Brunelcare**

Community services/support for owners and tenants.

Unit 1, Britannia way, Clevedon

Tel: **01275 879 547**

## **Careplus Agency**

Care and/or support in a client's own home.

21/25 Old Church Road, Clevedon, BS21 6LU

Tel: **01275 872 421**

## **Alliance Homes – Older Persons outreach service**

Delivers 'housing related support' to older people in the community which includes those returning home from hospital. Support may include: welfare checks, managing finances and dealing with correspondence. We give advice and support on benefits, pensions, grants and funding.

Tel: **03000 120 120**

## **Rethink Mental Illness – Reconnect**

Offer housing related support for older adults with memory problems and dementia.

Tel: **01823 365 307**

# Who to turn to about money

Many of the general advice organisations listed above also offer money information and advice.

## Housing Benefit and Council Tax Benefit Enquiries

Tel: **01934 888 136**

## Finance and Benefits (FAB) Team

Provide home visits for pensioners to help with Welfare Benefits applications.

Tel: **08456 060 265**

Fax: **01278 435 123**

# Who to turn to – carers

## Do you help to look after someone on an unpaid basis?

If so, you are a carer. Please tell ward staff at the earliest opportunity so that you can be fully involved in plans being made for hospital discharge.

You can ask to speak to a Social Worker before discharge for advice or a 'carers assessment' of the help that you need by contacting **Care Connect** on **01275 888 801**.

Support could be available to help you or the person you look after, for example, a sitting service to look after them while you have a break. Further information is available from **Care Connect**, online at [www.n-somerset.gov.uk](http://www.n-somerset.gov.uk)

# Who to turn to – specific disability or health conditions

## **Vision North Somerset**

(previously Woodspring Assn. for the Blind.)

Provides information, advice, rehabilitation, hospital information and talking books for people with sight problems.

Tel: **01934 419 393**

## **‘Friend’**

Providing advice and support for people experiencing mental health difficulties.

Community Mental Health Resource Centre,  
39 Oxford Street, Weston-super-Mare

Tel: **01934 622 292**

# Who to turn to – other useful numbers

## Avon Fire and Rescue

Home Fire Safety Visits and fitting of free smoke alarms. You can email [community.safety@avonfire.gov.uk](mailto:community.safety@avonfire.gov.uk) or fax number is 0117 927 2908 or you can write to

Avon Fire and Rescue Service HQ,  
Temple Back,  
Bristol BS1 6EU  
Tel: **0800 1693 999**

## Avon and Somerset Police

For general advice and practical help. Tel: **101**

For a visit from your local officer regarding burglary and crime prevention The Police's **Bobbyvan**. Tel: **101**

## Neighbourhood Watch

Contact Avon and Somerset Police on Tel: **101** for contact details of your local co-ordinator (if there is a scheme in your area).

## Water Meters

Low water users can ask for a water meter to be fitted at no charge.

**Wessex Water.** Tel: **0845 600 3600**. Quote the account reference from your bill.

## North Somerset Council

Tel: **01275 888 888** (switchboard)

**Trading Standards**

**08454 040 506**

**Planning Advice**

**01934 888 811**

Waste, Recycling, Litter, Street Lighting,  
Roads, Hedges, Dog wardens pests and  
nuisance, call **Council Connect**

**01934 888 802**

## Somerset Racial Equality Council

Provides advice and support for people from black and minority ethnic groups.

Tel: **01934 414 455**

# Top Tips – reducing your fuel bills

## Save energy and money

- Turning your thermostat down by 1°C could cut your heating bills by up to 10 per cent.
- Is your water too hot? Your cylinder thermostat shouldn't need to be set higher than 60°C.
- Close your curtains at dusk to stop heat escaping through the windows.
- A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!
- Take advantage of the grants and discounts available for installing loft and cavity wall insulation and make your home warmer and more energy efficient.

For further information about reducing fuel bills and energy efficiency please contact:

Housing Renewals Team  
Adult Social Services and Housing  
North Somerset Council  
Somerset House, Oxford Street  
Weston-super-Mare BS23 1TG

Tel: **01934 426 686** Fax: **01934 426 728**  
email: **[kim.herivel@n-somerset.gov.uk](mailto:kim.herivel@n-somerset.gov.uk)**



This has been published with support from the  
Department of Health 'Warm Homes – Healthy People Fund'