

Planning for when you leave hospital

Adult Social Services and Housing



What Happens When You Leave Hospital?

Nursing staff on your ward have spoken to you about how you will manage when you leave hospital and with your agreement they have contacted Social Services because they think you may need some advice and assistance to enable you to leave hospital.

Community Care Assessment

In the near future you will receive a visit from a Care Manager. With your agreement, your Care Manager will carry out a community care assessment of your needs. If you have someone who cares for you then your carer's views will be considered as part of the assessment.

The assessment will identify whether or not you meet the council's criteria for community care services.

What if you do not meet the criteria?

In this case your Care Manager will give you information about where else you can get the help that you need.

If you do meet the criteria

If you do meet the criteria then your Care Manager will help you to decide which services you need and will then arrange for those services to be provided for you. Your Care Manager will also explain to you whether or not there are any charges for any of the services.

Care

Working with the Health Services we will do everything possible to enable you to return to your own home and to live as independently as you can. A care package will be arranged for you before you go home and you will receive a care plan setting out details of the care package.

What care is available to you?

Your care package will be tailored to meet your individual needs. Some of the services available are home care, day care, district nursing, and respite care. Your Care Manager will discuss with you all of your needs and what options are available to you.

What if I can't go back to my own home?

If you do need to move into a care home, your Care Manager will give you details about what kind of home would suit your own specific needs.

Once you are well enough to leave hospital then the Council will endeavour to ensure that services are available as quickly as possible to enable you to be discharged.



If, by the time you are well enough to leave hospital, the council has not been able to set up the necessary services then, rather than remaining in hospital, you will be offered the option of staying, free of charge, in a care home while the council sets up your care package.

More details about this will be given to you by your Care Manager.

When you have left hospital

If services have been arranged for you then your care will be monitored on an ongoing basis and full details about how to contact North Somerset Council will be given to you.

Any other questions?

If you have any other questions, please ask your nurse to let the Hospital Discharge Team know and someone will come and see you.

What happens if I am not satisfied with the services provided?

Discuss the problem with our staff in the first instance. If you remain dissatisfied contact the Consumer Services Manager:

Christopher Orlik
Adult Social Services and Housing
Town Hall
Walliscote Grove Road
Weston super Mare
BS23 1UJ
Tel: 01275 882171
Email: christopher.orlik@n-somerset.gov.uk

Further information and advice

If you require any further information or advice on Community Care services contact North Somerset Care Connect.

This is a telephone service for older people and other adults that require information relating to a range of services, including statutory, voluntary and private organisations.

Tel: **01275 888 801**
Fax: **01275 888 407**
Minicom: **01275 888 805**
Email: care.connect@n-somerset.gov.uk

Lines are open Monday – Friday 8am to 6pm.

If you require this information in another format, such as Braille, large type, tape or in another language please call 01275 882181

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