

### **Age Concern (Hampshire)**

Advice and information service for older people and their families.

0800 328 7154 (freephone)

email: [info@ageconcernhampshire.org.uk](mailto:info@ageconcernhampshire.org.uk)

[www.ageconcernhampshire.org.uk](http://www.ageconcernhampshire.org.uk)

### **Citizen's Advice Bureau**

Helps people resolve problems by providing free, independent and confidential advice.

Contact your local branch

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

Please refer to telephone directory or website for details of your nearest branch.

The information contained in this publication, or parts of it, can be made available on request in other languages or in other formats; Braille, large print, easy read, word and audio files. Please call Hantsdirect on 0845 603 5630.

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# Leaving hospital and returning home



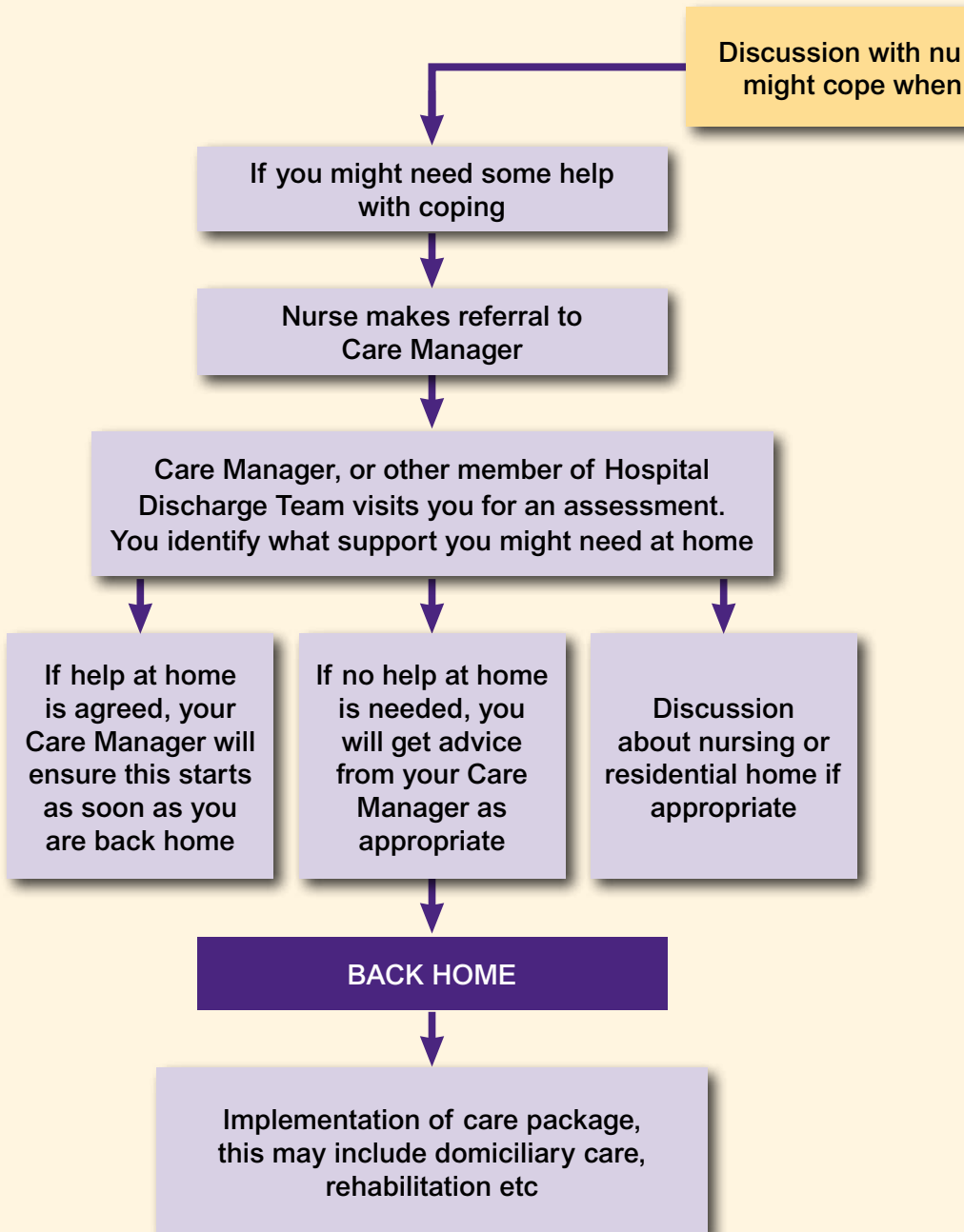
Hampshire  
County Council

Preparing to return home safely all starts with you having an important discussion with a nurse...

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...pport

Vist the Care  
Choice website  
for guidance  
[www.hants.gov.uk/  
carechoice](http://www.hants.gov.uk/carechoice)

# How we make sure you have



# the help you need back home

Learn more about how you can return home

If you feel confident about returning home with no additional support

**BACK HOME**

You have some difficulty coping

All is going well

Contact Hantsdirect on 0845 603 5630 or [www.hants.gov.uk/hantsdirect](http://www.hants.gov.uk/hantsdirect) for information on adult social care services that can help

Don't forget helpful contacts are given at the end of this leaflet

Request a copy of the Guide to Better Care and Support

Visit the Care Choice website for guidance [www.hants.gov.uk/carechoice](http://www.hants.gov.uk/carechoice)

## Help and Advice

This leaflet contains guidance and information for Hampshire residents in hospital, preparing to be discharged and return home.

Hampshire County Council provides information on adult social care services to everyone, regardless of their circumstances and level of need. If you are currently in hospital our Care Managers may be able to support you as you plan to return home. We want to help you maintain as much independence as possible.





## Have you had a discussion with a nurse about preparing to be discharged and your situation at home?

While you are in hospital a nurse will speak to you about preparing to leave hospital and your situation at home. Depending on your needs and what support you have at home, whether from friends or family, the nurse may then ask a Care Manager to visit you in hospital and carry out an assessment.

### What does a Care Manager do?

Care Managers are employed by Hampshire County Council's Adult Services Department and many are based in the county's hospitals. If you require the help of a

Care Manager, they will support you through your hospital stay and set up support services once you are back at home, helping you re-gain your independence. If you need significant help, there will be ongoing support in hospital, continuing when you have returned home to help you through the recovery process.

### What is an assessment?

If you are referred for an assessment, a Care Manager, or another member of the Hospital Discharge team, will visit you on your ward. Together you will discuss what your needs might be when you return home and what support might help. If you have a carer (such as a husband, wife, son or daughter) they can participate in your assessment and request their own assessment if necessary in their capacity as your carer.



## What happens after the assessment?

If you have particular care needs identified in your assessment, the Care Manager will discuss with you what services could be available to you when you return home and discuss any possible financial contributions you might need to make.

If you agree that your needs may be best met in a nursing or residential home, then a Care Manager will discuss this further with you and provide help and support as appropriate.

When the ward staff notify you of your likely discharge date, your Care Manager will ensure those care services will commence as soon as you get home. After you have settled back at home, a Care Manager will contact you to see how you are getting on and to discuss ongoing support. If you are finding it difficult to cope, you can seek help by contacting HantsDirect on 0845 603 5630.

While you are still in hospital, remember to discuss your medication and any changes with the ward staff. You may want to ask for any changes to be written down. If you need medication, the ward staff will provide you with a few days supply to take home with you.

It is not necessary for everyone to see a Care Manager and you may be feeling confident about returning home.

However, some information contained within the Guide to Better Care and Support may be useful to you, such as advice on entitlement to benefits, equipment which may help you and how to get help with home adaptations.

You can request a copy on your ward or by contacting Hantsdirect on 0845 603 5630.

The Guide to Better Care and Support contains practical information for independent living including;

- support for carers
- health advice
- living with disabilities
- looking after your home and garden
- getting out and about
- paying for care





## What if I find it difficult to cope when I get home?

If you are receiving support back home, but are still experiencing difficulties coping, you can contact a Care Manager via Hampshire County Council's information centre, Hantsdirect on Tel. 0845 603 5630.

If you return home from hospital without any support services, but find it difficult to cope once you get there, you can access information on support services from Hampshire County Council by contacting the information centre Hantsdirect on Tel. 0845 603 5630.

You may also find the Guide to Better Care and Support helpful. You can request a copy on your ward in hospital or by contacting Hantsdirect. Copies of information leaflets that may be useful to you can be found on Hampshire County Council's website [www.hants.gov.uk/adult-services/care-at-home-publications](http://www.hants.gov.uk/adult-services/care-at-home-publications)

If you don't need the services of a Care Manager, but would like information, contact details of other organisations which may be able to assist you are given at the end of this leaflet.



# Useful Contacts

## HantsDirect

Hampshire County Council Adult Services department

0845 603 5630\*

[www.hants.gov.uk/hantsdirect](http://www.hants.gov.uk/hantsdirect)

## CareChoice

Easy to access information and guidance on all aspects of care from Hampshire County Council.

[www.hants.gov.uk/carechoice](http://www.hants.gov.uk/carechoice)

## NHS Direct

NHS Direct provides information and advice about health, illness and health services.

0845 46 47 (charged at local rates)  
Available 24 hours

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## Carers Direct

New telephone service open seven days a week (8am–9pm Monday to Friday and 11am–4pm on weekends and bank holidays) supplying a range of information and advice, including:

- Guide to caring
- Financial and legal advice
- Advice for young carers
- Work and study information
- Find local support groups and services
- Advice on keeping healthy

Freephone 0808 802 02 02

[www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

## Carers Together in Hampshire

The Carers Together website provides a range of services for carers and has a large resource of useful information for carers.

08000 3 23456 (Carers Active Listening Line C.A.L.L.)

[www.carerstogether.org.uk](http://www.carerstogether.org.uk)

\* Calls to 0845 numbers will cost between 4p (local rate) and 6p (national rate) per minute for BT customers. Calls made using other service providers or mobiles may cost more. Alternatively call 01329 225390 – standard and local call rates apply to this number.