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Leaving Hospital?



How
social care
services
can help

Leaving Hospital? What happens next?

We can also provide this information in larger print, on audio, in Braille, or in different languages. Contact our helpline on 01785 276900 for this service.

If you or someone you know are in hospital, and are worried about coping on returning home, we can give advice and information and may be able to give practical help and support.

Social Care Services has a team based in most hospitals and can arrange for an assessment to find out what help you could get. This assessment is done by a Social Worker, or Home Care Assessor. Other professionals may also be involved such as a Doctor, Nurse, Occupational Therapist, or Physiotherapist.

The views of relatives or friends will also be taken into account and if they provide a lot of care regularly they may be entitled to their own assessment. An independent person (an advocate) could also be present to make sure your wishes are heard.

What to do next

- Ask a nurse or ward sister to contact the Social Work Team.
- Ask a relative or friend to contact us. Details are at the end of this leaflet

What happens when the assessment is completed?

Once the assessment is done a list of needs is drawn up called a Care Plan. This plan will say what services need to be provided, how often and if there are any charges. The plan needs to be signed which shows agreement to the services starting and a copy is given to you.

There should be regular reviews after being discharged and this includes reviewing the services provided. The first review will be after about six weeks and if care needs change a reassessment can be done which may mean a change in the care plan.

What happens after the discharge from hospital?

A member of the social work team will keep in contact for about six weeks. Their job is to make sure the care plan works as it was meant to.

Social Care Services are committed to providing services to those who need them most.

We welcome any comments to try and improve our services. If you want to make any suggestions or you have a complaint, ask at your local office for a leaflet that explains what you should do. You can also fill in a form on our website. www.staffordshire.gov.uk/health/care/comments.

Other leaflets available in this series include:

- 'If I've told you once... your guide to the single assessment process'
- Fair Access to Care Services – What does it mean?
- Can we help you? – Supporting people with disabilities
- Choosing a Residential or Nursing Home
- Leaving Hospital?
- Do you need help looking after a relative or friend?
- Reablement
- Can we help you? Services for Deaf, Deafened and Hard of Hearing people. Blind and partially sighted people. Deaf/Blind people