

July 2022

Southampton Residents leaving hospital

Short Term Recovery and
Assessment Services



This leaflet explains why you are being discharged from hospital and what you might expect afterwards, depending on whether you are going home, staying with a relative or going to a care home for extra support.

southampton.gov.uk

Solent 
NHS Trust


Hampshire, Southampton and
Isle of Wight
Clinical Commissioning Group


SOUTHAMPTON
CITY COUNCIL

Short term recovery and assessment services

Why do I need to leave hospital?

Hospital is only the right place if you are very unwell. Staying longer can increase the risk of infection, you may lose some mobility or confidence in your ability to live independently. The health and social care team have agreed it is safe to discharge you.

Normally, you will go home. You might need some additional care to help your recovery, or practical support such as help with shopping. If you are a care home resident, you will most likely return to your care home. If you need more complex care and support this might be somewhere like a nursing home.

What happens before I leave hospital?

Someone will get in touch (by phone or face-to-face on the ward) about your care and support needs and where you might go. If you want a family member, friend or carer to be involved in this chat, please let staff know.

The Discharge Hub coordinate the teams that will deliver your care and support needs when you leave hospital.

They are:

Complex Care and Hospital Discharge (small team at the General Hospital, made up of social workers and care managers.)

Urgent Response Team (An integrated Health and Social Care Service helping adults with a crisis in Southampton.)

Community Independence Service (provides a wide range of rehabilitation, reablement, social care assessment and support.)

What happens when I leave hospital?

A social work team member will be assigned to you as soon as possible. They will book a time to visit and assess your care needs.

How much will these services cost and how long will they last?

The short-term services mentioned in this leaflet are free of charge. The services can last a few days or a few weeks, depending on the service offered, your needs and the progress you make.

Short term support at home

Home is the best place possible for you to recover. If you need it, you may be offered one of the short-term services described below.

Rehabilitation and reablement care visits

You are going home with short term support from the Urgent Response Service Team to help you regain strength and confidence in doing the things you used to do. The team works 7am - 10pm, 7 days a week. The team will give an approximate time for when they will see you as staff work across the whole city.

The Urgent Response Service can help in a variety of ways:

- washing and dressing
- taking your medication
- assisting with eating and drinking
- encouraging you to regain independence at home.
- If needed, the service can also provide nursing support, and rehabilitation to help you feel more physically confident

As well as support in your home, they may also provide:

- essential equipment in your own home
- support with sensory issues, such as sight or hearing impairment
- support with your mobility
- refer you to Connected Care - offering a range of equipment to help keep you safe, independent, and confident at home. It operates 24 hours a day and can help manage risks such as falling or concerns that mean that you need urgent help
- refer you for a Safe and Well visit from the Fire & Rescue Service.

If you need longer term rehabilitation you will be referred to the Community Independence Service or possibly to a care home.

Live in care

You are going home with a carer to live with you to support you. Being at home is the best way to help you to recover and regain your independence while we work with you to see if you may need longer term support.



We can carry out care and other support assessments in your home. While the carer is with you, they will help you with your care and support needs and work with you to increase your independence.

This is the best service for you because of the support you need now. For example, you may need some help during the night.

We will already have spoken to you to confirm that:

- there is an appropriate separate room with adequate furniture where the carer can stay overnight
- there is an accessible bathroom for the carer to use
- the carer can use the kitchen to prepare meals for themselves
- there are laundry facilities for the carer to wash their clothes.

Other support at home

Family bridging

Sometimes these support services can't start the day you leave hospital. If it is safe, and your family can help, we will work with them to care for you at home for a few days until the service starts. We may be able to provide financial support to help your family and will discuss it with you and your family to see if it is a possible option.

Home care bridging service

You are going home, a carer will come and help with your care and support needs an agreed number of times a day. There may be one organisation working with you at the start, but it might change to a different organisation if you need longer term help.

Short term support at a care home

Care home recovery and assessment

You are going into a care home setting for recovery and to assess your needs.

What can I expect at the Care Home?

During this period, we'll carry out assessments and work with you to agree your next steps. We welcome the support of your family or friends in planning your care.

What care and support will I get while I'm in the Care Home?

We will provide the extra help you need by supporting you to regain your confidence and strength, relearn skills or find new ways of doing everyday activities.

Care Homes where Southampton City Council has recovery and assessment beds

Southampton City Council has these beds in a variety of different care homes across the City and surrounding area. Where you will go will depend on which care home is most suited to your clinical needs and which has a bed available.

Can I choose the care home I'd like to go to?

Where there are several care homes which can meet your needs and a bed is available, every effort will be made to accommodate your preference. However, this may not always be possible and you will not be able to remain in a hospital bed longer than you clinically need to.



Who will be working with me to support my recovery and assess my care needs?

Depending on your situation and the service you receive, you may work with some or all of the following NHS and Social Care professionals.

Occupational Therapists

An occupational therapist can carry out an assessment of what you can and currently are unable to do in your everyday activities. They can suggest changes to your environment or equipment which can help you with these activities.

Social Workers

A social worker can assess your care needs. If you are eligible for long-term care services from the Council, they will work with you to develop a support plan.

Physiotherapists

A physiotherapist can help you to regain movement and function when you have been affected by injury or illness. Physiotherapy can also help to reduce your risk of injury or illness in the future.

Carers

Carers or care assistants assist you to manage everyday activities such as washing and dressing. They will also help to ensure you have enough to eat and drink. If you have been given exercises and routines to aid your recovery, supporting you with these is also part of their role. If you need routine medication, the care assistant may support you with this.



Registered Nurses

Registered nurses oversee the delivery of care within some of our short-term services and also work closely with visiting professionals such as the GP and therapists. They will often be involved in ensuring you have the medications you need at the right time.

What if I need ongoing care and support and who pays for it?

If you have ongoing care and support needs which are assessed as being eligible for help from the Council, we will work with you to develop a personal support plan. The social worker will arrange for you to have a financial assessment, if you haven't had one before.

Depending on your financial circumstances, you may need to pay some or all of the cost of your care and support.

If you are not eligible for services from the Council, we will give you information and advice about how to access care and support services for yourself. You can find information and services to manage your own care needs and to stay independent on the Southampton City Council website www.southampton.gov.uk.

Some people may be eligible for NHS Continuing Healthcare. It is available to people 18 years+ to meet their health and social care needs that have arisen because of disability, accident, or illness. It is a package of ongoing care arranged and funded solely by the NHS for a small number of people (with high levels of need).

You will be given information before the assessment to help you prepare for the meeting. This will explain more about the assessment and the kind of questions you will be asked.

What happens if I don't want the care offered?

In line with your care and support needs, the health and social care team will choose the best place for you to continue your recovery. If you don't want to accept the care offered, you will still have to leave hospital and arrange your own care or support once you have been discharged.



Who can I contact if I have any queries?

If you've been referred to a particular service, the team will give you contact details. If not, here are some helpful numbers:

Within 48 hours of discharge

Discharge Hub Team

Tel: 023 8103 1865

(Mon to Fri 8.30am - 5pm, weekends and bank holidays 8.30am - 4.30pm)

After 48 hours of discharge

Adult Social Care Connect

Tel: 023 8083 3003 (24/7)