

The Hospital Promoting Independence Team

CCH54 Jan 2017

In South Gloucestershire we want to give people more flexibility, independence, choice and control over the support they receive, so that they can lead full and active lives. We know that people are increasingly choosing to meet their care and support needs in a variety of different ways.

How can the Promoting Independence Team help?

The Hospital Promoting Independence Team (P.I. Team) works closely with staff at local hospitals so that people can leave hospital in a safe and timely way.

When a person has become medically fit, it is important to arrange for them to leave hospital, or be 'discharged', as quickly as possible. No one should remain in a hospital bed once their health care has been provided.

Many people only need a small amount of help when they leave hospital, but others will need a broader package of care and support. If it seems that you might need help with your care and support when you leave hospital, the nursing staff can make a referral to the Hospital P.I. Team with your agreement.

The team will assess your situation with you and with the professional staff involved in your care, and help you get the care and support you need.

What is an assessment?

An assessment is your opportunity to tell us about your circumstances and discuss your overall needs and goals. Your Promoting Independence worker will talk with you, the hospital staff and your carers or family about the following areas to see what type of help you need:

- personal care
- mobility
- social support
- the needs of your carer

In order for some of the above support to be provided, we have to make sure that you meet the national eligibility criteria for those services. You can find out more about this in our **Care Act: Frequently Asked Questions** document.

The initial focus at an assessment is to identify people who have the potential to become more independent. A separate leaflet on Promoting Independence will be given to you. Other people will need more long term support.

Any services set up when you leave hospital will be reviewed with you when you are back home.

If your needs are straight forward, or you don't meet our criteria, we can advise and signpost you to resources in your local area.

What services may be available?

A member of staff from the Hospital P.I. Team will be able to offer support and information on services such as personal alarm systems and telecare, home care, direct payments, sitting services, day care and meals services.

Many individuals can be cared for at home with the right support. However, if you are assessed as needing more care than can be given at home, a place in a residential or nursing home could be arranged depending on your care needs.

Who will have access to my information?

Any information given by you will be kept in the strictest confidence within the Social Work Team and only shared with your permission, in accordance with the data protection act.

What will it cost, and will I have to pay?

There is no charge for advice or assessment. There may be a charge for the services provided once you are home. The Promoting Independence worker will explain this to you and give you a copy of our document 'Care and support to help you stay in your own home: information on charges'.

What help is available to support carers?

If you look after a loved one, friend or neighbour and provide unpaid support and care to them, this makes you a carer.

South Gloucestershire Council's approach to the way we support our carers and the people you care for is aimed at encouraging more carers to identify themselves as early as possible. The approach is about making everyone carer aware and making it easier for carers to access support.

We have worked closely with carers' representatives' and organisations to develop 'Do you look after Someone? Getting help and Connected', a questionnaire and action plan that helps you as a carer to look at your needs and how caring affects you. Connecting carers is the new independent, free of charge and voluntary South Gloucestershire carers' register. It provides a two-way information exchange with GP practices and includes the Carers' Emergency Card scheme.

For more information on Connecting Carers' and Getting Help and Connected please contact the Carers Support Centre Carers Line on: 0117 965 2200

How do I contact the Social Care Team in the Hospital?

Ask the nursing staff involved in your care to make a referral to the P.I. Team.

What other services can support me?

The British Red Cross Home from Hospital Service provides free support following an overnight stay in hospital. One two hour visit is available each week for up to six weeks.

Tel: 0117 301 2601

What if I am not happy with the service I'm getting?

In the first instance you should speak with the team or service involved. Most problems can be sorted out quickly this way. You can ask a friend or relative to do this on your behalf if you wish.

For Further information about making a complaint ask for Factsheet **CCH82 - Your Feedback counts**. Or, you may wish to contact the Complaints and Freedom of Information Team:

Freepost RTCT-JXLE-EETT

South Gloucestershire Council

Children, Adults and Health - Complaints and FOI Team

Civic Centre, High Street

Kingswood

BRISTOL

BS15 9TR

Phone: 01454 865924

Fax: 01454 865940

E-mail: CAHfeedback@southglos.gov.uk