

Enabling Recovery & Assessment out of Hospital for South Gloucestershire Patients

January 2016

Important information for patients and carers

We work 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.

What is an interim placement?

An interim placement is a 'bridge' between hospital and home, where individuals stay for a period of time (up to six weeks) while they receive an assessment into their care and support needs. Depending on an individual's needs, they could also receive a range of co-ordinated services, such as therapy and rehabilitation, to undertake basic daily living skills. This approach is designed to maximise their independence to enable them to return home wherever possible.

Can I refuse an interim placement?

The duty of the NHS is to offer suitable services and safe care to patients. Patients do have the right to refuse an interim placement, however, a patient has no right to occupy a hospital bed once a doctor or consultant has confirmed he or she no longer needs acute care. Hospital beds are required for patients who need acute care and the interim care beds being provided are the next step in your journey.

What does this mean for me?

Hospital is not the right place for any patient who no longer needs acute care. We are helping patients by offering a more appropriate place to continue their recovery. This will allow people who need an assessment of their long term care needs to recover and give them and their families' time to make important decisions in a more homely environment. It will also mean there are hospital beds available for those people who need acute hospital care.

Who are these places for?

They are for patients who have been assessed by the doctor or consultant as no longer needing to be in hospital. Such patients still require further assessments to be undertaken before a decision can be made around care arrangements in the future.

It will

- Reduce the risk of your losing confidence in your own abilities
- Help you recover following a spell in hospital
- Reduce the risk of catching any hospital borne viruses or infections while waiting on your assessments to be completed
- Be a nicer more homely place to stay and help your emotional well-being
- Give you and your family time to make important decisions about your future
- It is in your best interests, once you are medically safe, to move out of hospital. We have arranged places in care homes in the South Gloucestershire and Bristol areas where you will be able to continue your recovery for an interim period.

What happens next?

You will be allocated a social worker who will work with you and your family to plan for your long term care needs. A social worker will visit you within two weeks to support you to make decisions about what happens next and options to support you in the future.

Can I choose where I go to?

Our interim placements are in local care homes. A place will be offered where there is a vacancy.

Do I have to pay?

When you leave hospital for your short stay in the care home you will not have to pay whilst further assessments are carried out.

If you have any queries

Please speak to the ward staff or contact the Worker involved in your support:

Name

Ex

Complaints

If you have a complaint about your interim placement all you have to do is contact the Local Authority Customer Service Team Tel:- 01454 868007. 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