

The Home from Hospital Service



The Home From Hospital team provides practical support and advice to Islington residents over the age of 60 who have been recently discharged from hospital or those at risk of hospital admission. We particularly support people who do not take up social services assistance, or those who need further support not offered by statutory services.

Staff and volunteers provide a home visiting service offering specific solutions to issues affecting an older person's physical and emotional health, social circumstances, and finances. Up to 6 weeks of support can be provided by the team where appropriate. The team aims to link people to other services and projects for longer-term support if needed.

The type of help we can offer

The Home from Hospital service can provide the following support:

Health, safety and keeping well

- Accessing a local health support group or community project
- Referring to rehabilitation services (physiotherapy / occupational therapy)
- Accessing equipment eg bath equipment, hand rails, walkers etc
- Advising on falls
- Assisted walking practice or supporting an exercise programme
- Getting some gadgets to improve safety and independence at home (Telecare)
- Getting a free fire safety check, and free fire alarm (through the Fire Brigade)
- Getting a free security check, and free door locks (through Victim Support)

Wealth

- Benefits advice and assessment
- Support in managing finances / paperwork
- Applying for Taxicard / Blue Badge parking permit
- Helping apply for grants that might help boost income

Happiness, fulfilment and well-being

- Getting out and about
- Getting back into a hobby or leisure activity
- Becoming a volunteer
- Trying out something new
- Going to a day or evening class / studying
- Going to a day centre
- Meeting other people
- Referring onto Befriending services
- Finding a wheelchair or outdoor scooter
- Installing Link Line (pendant alarms)
- Message in a Bottle
- Finding someone to talk to

Finding solutions to tricky problems:

- Managing correspondence/post
- Getting housing problems solved
- Finding a podiatrist
- Finding an optician
- Finding someone who could help in the garden
- Finding a handy-person for repairs or DIY
- Helping you to obtain furniture or essential equipment
- Helping to find someone to take care of your pet

Home from Hospital does not provide:

- Personal care (Washing, dressing, toileting etc)
- Services usually provided by social services / health care professionals

We generally do not **directly** provide shopping, gardening, housing repairs, or long-term befriending: **however**, we know people who **do**, and will refer these issues to suitable projects where required.

Referrals can be taken from: *anyone!*

As long as the client consents to the referral, anyone can make a referral to our service. This includes:

- the client themselves
- a health or social care professional
- a relative or friend
- voluntary agencies

- anyone else involved with the client

How to make a referral: *it's easy!*

Phone: 020 7281 6018

Fax: 020 7281 4901

Post: Home from Hospital Team
Age Concern Islington
6-9 Manor Gardens
London
N7 6LA

Email: simon.craig@acislington.org.uk

Protocol: (health and social care professionals only)
Follow the '*Refer to Home from Hospital*' link on the Protocol website

URGENT REFERRALS: please make any urgent referrals via phone, making the urgency clear.

Volunteering with the Home from Hospital Service

Home from Hospital can offer a number of volunteering opportunities: anything from basic administration tasks through to visiting people at home or providing training to our other volunteers. We are particularly interested to hear from people with social or healthcare experience who would like to visit older people at home. Whatever your interest is, we'd love to hear from you.

Hospital Discharge Support Worker (Whittington Hospital)

This part-time post is managed by Age Concern Islington, and is located at the Whittington Hospital Social Work Department. The aim of this post is to make the hospital discharge process easier and to do whatever it takes to get people home more quickly.

What does the Whittington Hospital Discharge Support Worker do?

The Hospital Discharge Support Worker can undertake practical support and tasks including:

- Escorting patients home
- Doing basic shopping or light cleaning on the day of discharge
- Collecting or delivering personal items for patients
- Ordering essential equipment to allow someone to go home (eg cooker)
- Ensuring facilities at home are working correctly (eg heating, electricity etc)
- Escorting patients to view nursing / residential homes
- Getting keys cut
- Ordering basic disability equipment eg toilet frames
- Assisting with basic paperwork
- Referring onto other agencies that can help with specific issues
- Referring onto the *Home from Hospital Service* for follow-up support once the patient is home

Who can refer?

- Professionals based at the Whittington Hospital involved in the hospital discharge process (Social Workers, nurses, Occupational Therapists, Physiotherapists etc).
- Clients or carers of patients at the Whittington Hospital can discuss a referral with their social worker, nurse or therapist and ask them whether they can make a referral if appropriate.

How to make a referral:

Phone: Mel Gault: 07882 605 575
Tracey Deller: 0207 288 3936 / 020 7288 5260

Email: maryellen.gault@acislington.org.uk
tracey.deller@whittington.nhs.uk