


Hospital Home

Factsheet 1:

Services to support older people returning home from hospital



A range of agencies provide housing-related services or emotional and practical support to older people returning home following a stay in hospital.

They can complement statutory services and if properly embedded into the discharge process they can help to facilitate safe early discharge from hospital, reduce risks to patients and prevent readmissions.

This factsheet sets out the range of advice, support and financial assistance which may be available from both statutory and non-statutory services to older people to help them to return and continue to live independently at home after a hospital stay. It also provides an overview of funding arrangements relating to the NHS, local authorities and personal budgets.

Statutory services providing care and support

Before discharge

Each local area will have its own discharge arrangements. This may involve a home assessment. For example it may be necessary to check how the older person will get into and out of their home, manage the stairs or whether they can access and use the bathroom. The hospital may arrange for the local community nursing service to get involved and arrange other intermediate care. Sometimes hospitals have a multi-disciplinary team to make discharge arrangements in a coordinated way.

Intermediate care

Some older people may require short-term intermediate care in hospital, in a care home or in their own home. This can include a period of rehabilitation before going home and a wide range of services, free at point of delivery, that help them to remain at home in situations that might otherwise lead to admission to hospital or residential care.

In respect of hospital discharge, intermediate care services often involve short-term rehabilitation or reablement, usually for a period of up to 6 weeks. They aim to help older people to regain their independence by providing a variety of services including physiotherapy, occupational therapy, and access to community nursing.

Once at home

If ongoing home care is required, the local authority social care department should carry out a social care assessment which will also determine eligibility for council funded personal care under local Fair Access to Care Services (FACS) arrangements. A means test will also be conducted to determine whether the council will pay for any services the individual is eligible to receive. If a client is paying for their own care, details of available care and support in the locality can be obtained from the council.

Home-based support available from the NHS and/or local authority adult social care teams includes:

Ensuring the home environment is safe and can meet long-term needs	Ongoing support
<p>If other ongoing support, and/or other equipment, adaptations or more significant adaptations to the property are required, an occupational therapist should carry out an assessment of need and recommend appropriate action. This may include:</p>	<p>This list below provides other types of ongoing support that may be available.</p>
<p>Equipment: Bath seats, raised toilet seats, walking frames, commodes, shower chairs, tap turners, perching stools, portable ramps. Patients are entitled to provision of community equipment up to the value of £1,000.</p>	<p>Enablement services: Intensive short term support to encourage and assist people to lead as independent and fulfilling a life as they can. Enablement workers help people to learn, or re-learn, skills needed for everyday life and identify equipment and minor adaptations that could be of help.</p>
<p>Minor adaptations: fitting stair rails, fitting grab rails, adapting steps, raising the height of sockets.</p>	<p>Falls prevention services: These services usually work with health and social care as part of falls care pathways identifying those at risk and co-ordinating a range of interventions to reduce the risk of falls.</p>
<p>Major home adaptations: Individuals may be able to apply for a means-tested Disabled Facilities Grant from their local council to cover the cost of major adaptations such as installation of a shower, stairlift or a downstairs toilet.</p>	<p>Ongoing domiciliary care: Local authority Adult Social Care Departments advise on eligibility for personal care, charges for the service and where to get help.</p>
	<p>Meals delivered to the home: Local authority social care teams may arrange for community meals to be delivered to those assessed to be in need of the service. Some supermarkets and other local food retailers provide this service on a private basis.</p>

For more information on any of the above, including details of eligibility and charging arrangements, please contact your local authority adult social care department, local Citizen’s Advice Bureaux and local Age UKs [Click here](#) also hold information.

Related care and support services for older people

Service type	Local name and contact (for completion)
<p>Home from hospital schemes</p> <p>These schemes offer a range of practical help for older people returning home from a stay in hospital.</p> <p>These might include making sure the individual can find their key, ensuring there is food in the house, putting the heating on, collecting prescribed medicines. Following that, they might also include installation of equipment, befriending and emotional support, minor adaptations, handyperson services, short term homecare, transport, community alarm/telecare installation and financial benefits assistance. Some reconnect older people with their families, friends and neighbours to reduce isolation. Agencies include:</p> <ul style="list-style-type: none"> ● Age UK www.ageuk.org.uk/home-and-care ● British Red Cross www.redcross.org.uk/What-we-do/Health-and-social-care/Social-support-in-the-UK ● Housing associations sometimes offer a home from hospital service for their residents. 	
<p>First Stop www.firststopcareadvice.org.uk is an independent, free service offering advice and information for older people, their families and carers about housing and care options in later life. The website gives details of local partners.</p> <p>Age UK also provides housing options advice.</p>	
<p>Home improvement agencies (HIAs) assist vulnerable homeowners or private sector tenants who are older, disabled or on low income to repair, improve, maintain or adapt their home. They are sometimes known as Care & Repair or Staying Put schemes.</p> <p>HIA services can include some or all of the following:</p> <ul style="list-style-type: none"> ● a list of reliable local builders and contractors ● visits to clients at home or property advice by telephone ● help clients to decide which housing option is best for them ● help to obtain the support of other local services ● financial advice and assistance, such as eligibility for benefits, money to help with repairs or adaptations ● project management of any building work needed ● handyperson services ● help to make homes more energy-efficient. 	

Service type	Local name and contact (for completion)
<p>Foundations is the national body for these agencies: wwwFOUNDATIONS.UK.COM. The website includes a search facility to find local agencies</p> <p>Care & Repair England the national charity promoting better housing for older people, also provides information about delivering home from hospital services www.CAREANDREPAIR-ENGLAND.ORG.UK/homefromhospital/index.htm</p>	
<p>Handyperson services carry out small home repairs and minor adaptations to enable older and disabled people to remain living independently in their own home. They are run by a variety of organisations and are sometimes linked to Home Improvement Agencies or to a local Age UK. Such services may also offer:</p> <ul style="list-style-type: none"> ● falls and accident prevention checks and remedial action to reduce risk ● assistance with discharge to enable care at home e.g. fitting key safes, equipment delivery, moving/raising furniture ● home safety measures including fire safety and electric blanket checks, smoke alarms, chip pan/fat fryer exchange ● home security improvements <p>wwwFOUNDATIONS.UK.COM</p>	
<p>Housing options advice services</p> <p>All councils have a Housing Options service. They help people to consider the practical and financial issues related to staying in their current home or moving elsewhere. Housing options workers may help tenants liaise with landlords and/or make applications for housing. They sometimes help home owners through the practicalities of moving home and advise on related welfare benefits and home support services.</p> <p>More information on housing options for older people in your area can be found on the Elderly Accommodation Counsel website. www.HOUSINGCARE.ORG</p>	
<p>Homelessness and hospital discharge</p> <p>Homeless Link and St Mungo’s have provided this helpful leaflet on steps to take when planning discharge of homeless people from hospital</p> <p>homeless.org.uk/sites/default/files/attached-downloads/Take-a-step-tips-Hospital%20Admission%20and%20Discharge.pdf</p>	

Service type	Local name and contact (for completion)
<p>Assistive technologies</p> <p>Assistive technologies enable people with health and care needs, to remain independent in their own homes. They include personal alarms (Telecare) and health-monitoring devices (Telehealth) and help people living with long-term conditions to live independently at home for longer, avoid a hospital stay and/or put off moving into a care home.</p> <p>Telecare Different alarm systems are available, some of which can let a family member, friend, neighbour, nurse or sheltered housing scheme manager know by phone when there's something wrong. These include:</p> <ul style="list-style-type: none"> ● A personal alarm, alert is raised by pressing a button ● Motion sensors, which make accidents and falls less likely by automatically switching on bathroom or hallway lights at night when the individual gets out of bed. <p>Other sensors can raise the alarm that something is wrong, such as a pressure mat on a mattress that can tell if the individual has not made it back into bed, or a sensor on a door that senses if it's open or closed.</p> <p>The Housing Learning and Improvement Network (LIN) has a governance briefing on telecare in housing settings. www.housinglin.org.uk. The Telecare LIN produces regular updates on information on policy, practice and research developments relating to telecare and telehealth. www.telecarelin.org.uk</p> <p>Telehealth</p> <p>There's also special telehealth equipment to monitor an individual's health in their own home. It can include equipment to measure blood pressure, blood glucose levels or weight. This can reduce the number of visits made to the GP and unplanned visits to hospital. Individuals can be shown how to do the tests themselves with results automatically transmitted to health professionals.</p> <p>Sources of Impartial Information</p> <p>The Disabled Living Foundation is a source of independent information about daily living equipment www.dlf.org.uk/content/asksara</p> <p>Ricability is an independent consumer research charity providing free, practical and unbiased reports about equipment and services for older and disabled people www.ricability.org.uk</p> <p>Disabled Living Centres have a permanent exhibition of products and equipment. To find your nearest centre contact Assist UK www.assist-uk.org</p>	

Service type	Local name and contact (for completion)
<p>Financial and benefits advice</p> <p>Local welfare benefit advice centres can provide up to date information on eligibility to welfare benefits. Other organisations provide independent advice on income maximisation, for example Citizen’s Advice www.citizensadvice.org.uk and Age UK www.ageuk.org.uk</p> <p>Publications and support tools</p> <p>The Chartered Institute of Housing offers a range of advice and support relating to health and housing www.cih.org</p>	

Overview of delivery and funding arrangements

NHS

Most services provided by the NHS are free at the point of access. Telehealth provided through the NHS should be free, but it may currently only be provided for a short period or as part of a pilot programme. There is no entitlement to a telehealth service and the commissioning/provider arrangements in each area will vary.

services may include aids and adaptations to the home, meals on wheels, home care, respite schemes, day care, and residential and nursing care. The social care assessment process is based on the Fair Access to Care Services (FACS) system. There are four bands of eligibility – critical, substantial, moderate and low – and each council makes its own decision regarding the FACS band above which it is able to provide services.

Local Authorities

In England, county councils have a duty to carry out assessments for people who may be in need of certain services. If an assessment concludes that services are required, these must be provided. These

If an individual is assessed as requiring a service, the local authority will carry out a means test to work out how much money the person will have to pay, and whether the local authority will meet all or part of the cost.

Personal Budgets

Local authorities are required to offer personal budgets to all people eligible for ongoing social care by April 2013. Personal budgets can enable some users to have more choice and control about how their needs could be met. These websites provide more information on Personal Budgets: www.scie.org.uk/topic/keyissues/personalisation/personalisationoverview www.thinklocalactpersonal.org.uk/ see also www.communitycare.co.uk/the-state-of-personalisation-2012.

Paying Privately

The sources listed above provide information and advice, including about adaptations and equipment, to everyone who needs this, even though not all patients will be entitled to (or require) financial help to meet their needs. A range of private sector and not for profit organisations deliver support services and sell adaptations and equipment.

Patients may opt to pay an independent Occupational Therapist for a personal assessment. Qualified staff are listed with the College of Occupational Therapists www.cotss-ip.org.uk.

The Telecare Services Association represents the telecare and telehealth industry. Their website has a search facility for private providers www.telecare.org.uk.



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