

Blackpool Residents Going Into / Leaving Hospital (2011)

This factsheet is a guide to some of the things you may need to consider if you are going into / leaving hospital.

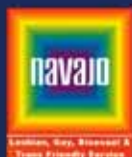
Going In to Hospital

If you know you will be going in to hospital there are some simple things that you can do to before you are admitted to plan for the time you are away from home. Remember:

- You may need to cancel or suspend any existing care services by contacting your care providers.
- Cancel newspapers / milk deliveries etc.
- Secure your home / property, let your landlord or a neighbour know you will be away and leave contact details in case of an emergency
- Arrange for someone to collect your post, pay bills.
- If you have pet/s you will need to arrange for them to be looked after while you are in hospital. Is there a friend, member of your family or a neighbour who would be willing to help or do you need to arrange for a kennel / cattery to care for them? Some kennels will not take pets unless their vaccinations are up to date, so remember to check before you make a booking.



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Blackpool Council

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Benefits

If you are going into hospital for more than a few days, or there are any changes to your own, or your dependents circumstances your benefit entitlement and payments may be affected. For advice or to discuss your individual circumstances you should contact your local Department of Works & Pensions Office.

<http://www.dwp.gov.uk/contact-us/>

Job Centre Plus – 0800 055 6688 (New Claims)
0845 608 8524 (Current Claims)

The Pension Service - 0845 606 0265

Attendance Allowance and Disability Living Allowance Helpline on
Tel: 0845 712 3456.

Benefit Enquiry Line - **0800 88 22 00**
Textphone: **0800 24 33 55** (for hearing or speech difficulties)

Leaving Hospital

When you are well enough ward staff and a Discharge Co-ordinator will work with you to plan your discharge from the acute hospital or arrange for your transfer to a community hospital for further treatment and rehabilitation.

You may not continue to occupy a hospital bed if the hospital says you are well enough to be discharged. However, we will offer advice and support to make reasonable arrangements for your safe discharge from hospital.

This may include making arrangements to meet your health and care needs when you return home. If you are assessed as needing residential or nursing care and your preferred care home is full, we may need to make temporary alternative arrangements for your discharge until a vacancy arises.

What is a Discharge Co-ordinator?

If you need some help or advice before you are discharged from hospital you may ask to see a Discharge Co-ordinator. Discharge Co-ordinators work at the hospital, they work with patients, health and social care professionals to prepare people for leaving hospital and help to make sure that you have the support you need in place.

Who Can They Help?

Discharge Co-ordinators advise and assist in-patients at the acute hospital (Blackpool Victoria Hospital), and out-patients attending the hospital's Accident & Emergency unit.

If you are transferred from Blackpool Victoria for further treatment or rehabilitation to another hospital, your discharge will be planned and arranged from that hospital.

How Can They Help?

With your permission ward staff can ask a Discharge Co-ordinator to come and talk to you on the ward to discuss what sort of help may be needed, when you leave hospital. They can provide advice and information you need.

If you decide that you would like a social care assessment the Discharge Co-ordinator will discuss with you what kind of help may be needed and with your permission talk to members of your family, carers, professionals for example; nurses, doctors, physiotherapists to build up a picture of the sort of support that you are likely to need before you leave hospital.

N. B. There is no charge for an assessment of your needs or any advice that you receive from us.

What Sort of Help Can I Expect?

Social Services can only provide services for people with the highest needs. During your assessment, we will work out with you whether you meet the eligibility criteria. Following a social care assessment we will agree with you how best to meet your needs, this may involve services you can get yourself (with our help if you need it), services we arrange for you, or both. If there is something you need or want that we are not able to provide, we will always try to advise you where you may get help.

- **Care at home** - help with things like, washing, dressing and getting in/out of bed etc.
- **Meals on wheels** – hot or frozen meals delivered to your home for a set daily charge.
- **Basic Equipment** - that makes life easier; includes small and large items of equipment to assist you with day-to-day activities and promote independence.
- **Telecare Services** - are a combination of unobtrusive devices and services available to people at home which are also linked to our local mobile warden centre. For example; motion detectors, fall sensors, panic alarms, smoke alarms, etc.
- **Age Concern Aftercare Service** - provide free, time limited support, usually once per week for the first few weeks after your return home to check that you are safe and comfortable, providing emotional support, companionship and helping you get other support or services that you may need.
- **Rehabilitation or Enablement Care Services** - for those who people who need help regaining their independence and confidence.
- **Local Day Care Services** - includes activities to develop and maintain day-to-day living skills and can provide your unpaid carer/s with a break.

- **Transport journey** – transport to and from activities may sometimes be provided as part of a package of care e.g. day care. £0.55 per journey (£1.10 per return journey to & from venue)
- Advice & Information
- Or something else that meets your 'eligible' need/s.

Set Charges – There are set charges for some services provided by Social Services. These services are already subsidised by social services, therefore no further reductions in cost are available.

- **Meals On Wheels** - hot meal delivery service £2.86 each
- **Meals On Wheels** - frozen meal delivery service £1.77 each
- **Meals On Wheels** - teatime snack delivery service £1.67 each

Please Note: All meals on wheels are delivered at lunchtime.

- **Residential Respite Care** - Planning and scheduling regular breaks can help you and the person you care for to maintain your wellbeing and regular routines. Breaks may be taken at varying or regular intervals and at a time to suit you both.

The cared for person is required to pay a subsidised set weekly contribution of £84.00 per week toward each week of residential respite care received (following an assessment up to a maximum of eight consecutive weeks or twelve accumulative weeks per year.) N. B. If you choose a residential care or nursing home for your respite break that is more expensive than the council's current residential care or nursing rates, you may be asked to pay the difference between the council rate and the actual cost of the care home for each week you stay there. This is sometimes referred to as a top-up.

- **Unplanned Short Term Residential Care** - In some circumstances, uncertainty may exist about where or when you will return home after leaving hospital. For example; If you are

unable to go straight home because you are waiting for appropriate care services to be put in place, repairs / adaptations to be completed on your home, or you are waiting to be rehoused etc. you may need to stay in residential care temporarily. In such cases you will be charged at flat rate for the first two weeks of your stay, and will be required to supply necessary information to facilitate a prompt financial assessment, so we can work out how much you will need to pay toward your ongoing care beyond the initial two week period.

What Will Happen After I Leave Hospital?

Before you leave hospital the Discharge Co-ordinator will let you know what arrangements have been put in place. If we arrange any services for you we will let you know who will be delivering the services and the date the services will start.

Hospital ward staff will let you know if further support is needed from your GP or District Nurse etc. and make necessary arrangements.

Your care and support services will normally be reviewed within 10 days of returning home after leaving Victoria Hospital or between 4 – 6 weeks after leaving a Community Hospital. A member of the community social work team will arrange to call and see you at home to talk to you about what sort of ongoing support you may need now that you are home. There are financial charges for care at home in Blackpool.

Please Note: People leaving a community hospital - a review of your care will take place in approximately six weeks after your discharge.

How much will it cost?

If we arrange services for you, you will be offered a financial assessment to see whether you can get financial help from social services towards the cost of the care services you receive.

You may be able to get financial help from social services towards the cost of care at home. Some people pay a reduced amount or don't have to pay anything at all. The financial assessment helps us take into account your ability to pay and your disability-related expenditure. Nobody will ever pay more than £270 per week for community care services at home regardless of their income and the number of care services they receive!

The contribution you make towards the cost of care services enables us to continue to invest in new services and to help as many people as possible. This will never be the full cost of the service, but a contribution based on your income.

Charges for care at home services start one week following the outcome of your financial assessment. Set charges apply for some services.

Fairer Charging - How Do You Work Out What I Pay?

As soon as possible after discharge from hospital, we will contact you or your carer to work out whether you have enough money to pay a contribution towards your care services or not. We take into account your income including; state benefits, work pensions and savings etc. When the assessment is complete we will tell you;

- ❑ How much you should pay.
- ❑ How the charge has been calculated
- ❑ Information about how to pay
- ❑ How to appeal if you think the amount is too high

We can also check to make sure that you are getting all the financial help and benefits that the Government says you are entitled to. The value of your home is **NOT** used when working out how much you should pay for care at home.

Financial & Capital Limits

If you have less than £23,250 in savings you may be eligible for a reduction in the amount you have to pay towards the cost of the care services. With effect from April 2009 social services will apply the following financial and capital limits when we work out how much you should pay.

- Upper capital limit - £23,250
- Lower capital limit - £14,250

If you have savings or investments totalling between £14,250 and £23,250 we will take into account an assumed notional income of £1 per week for every £250. Capital below the lower limit is ignored when we work out how much you need to pay.

Temporary or Permanent Residential Care

For information about funding residential care ask a Discharge Co-ordinator or social services for the factsheet “**Charging for Residential & Nursing Home Care**”.

You may wish to ask a relative, friend or an advocate to help and advise you when making decisions that affect your future and finances. You can also get advice in several other ways; we have listed some examples of organisations that offer advice at the end of this factsheet.

Anyone thinking about moving into residential or nursing care, either temporarily or permanently, may ask social services to carry out an assessment of their needs, even if you will be arranging and paying for care services yourself.

A social services care assessment will determine what kind of care you need and help to make sure that you get the right type of care or nursing to meet your needs and that you don't pay more than you need to.

What if I disagree with how you have worked out my charges?

If you think that the amount you have to pay has not been worked out correctly, you can ask us to look at your details again.

Need Help or Advice?

You may also wish to ask a relative, friend or an advocate to help and advise you when making decisions, which affect your future and finances. More information is available on the following factsheets:

- What you can expect when you come to Social Services for help.
- Fair Access to Care - Getting Care.
- Charging For Residential & Nursing Home Care – June 2007

Copies of factsheets are available by telephoning the Customer Care Team on **Tel: 01253 477700** or by speaking to a member of Blackpool Social Services staff.

A List of Residential Care and Nursing Homes - that Blackpool Council contract with in the Blackpool, Fylde and Wyre area is available from the council website: <http://www.blackpool.gov.uk> or by telephoning the Customer Care Team **Tel: 01253 477700** or by speaking to a member of Blackpool Social Services staff.

To access a list of accredited residential care and nursing homes outside of Blackpool - you should contact the relevant local authority Social Services office or by contacting Care Quality Commission <http://www.cqc.org.uk/> or **Tel: 0845 015 0120**

Blackpool Advice Services - The council also has a Welfare Rights service that you can contact via social services or **Blackpool Advice Services**, Welfare Rights, South King Street, Blackpool. FY1 3EF
Tel: 01253 477770

Email: welfarerights@blackpool.gov.uk

Visit the website: <http://www.blackpool.gov.uk/>

To ensure our services are accessible to all, documents prepared by Blackpool council are available in large print, Braille, on audiocassette or computer disc upon request. We can also provide help for sign language users and provide information in other languages. Please ask for details or Tel:01253 477477.

Contact Us:

Hospital Discharge Team

Blackpool Victoria Hospital
Home 7
Whinney Heys Road
Blackpool
FY3 8NR

Tel: 01253 655266

Social Services Direct

Progress House
Clifton Road
Blackpool
FY4 4US

Tel: 01253 477750 / 477592

Email: social.servicesdirect@blackpool.gov.uk

The Social Care Benefits Team

(Financial Assessment & Billing)
P.O. Box 50
Town Hall
Blackpool
FY1 1NF

Tel: 01253 477079

Emergencies

In case of an emergency outside of normal office hours and at weekends you can contact Social Services Emergency Duty Team

Emergency Duty Team (Out of Hours)

Tel: 01253 477600

Comments, Compliments & Complaints

You can make a complaint if you are not satisfied with the service you have received or the way you have been treated. You can do this in writing or by speaking to a member of staff.

Customer Relations Team

Progress House,
Clifton Road,
Blackpool
FY4 4US.

Tel: 01253 477700

Here are some examples of external organisations that offer advice and help.

Citizens Advice Bureau

6-10 Whitegate Drive

Blackpool

FY3 9AQ

Telephone advice line - 0870 126 4090

<mailto:advice@blackpoolcab.org.uk>

Visit the website -

<http://www.adviceguide.org.uk>

Department For Work & Pensions

Visit the website -

<http://www.dwp.gov.uk/lifeevent/benefits>

Attendance Allowance and Disability Living Allowance

Warbreck House

Warbreck Hill

Blackpool

Lancashire FY2 0YE

Age UK - England Regional Office

207-221 Pentonville Road,

London

N1 9UZ

Telephone: 020 7278 1114 Fax: 020

7278 1116

Email: info@helptheaged.org.uk

Visit the website -

www.helptheaged.org.uk

General enquiries about [Attendance](#)

[Allowance](#) and [Disability Living](#)

[Allowance](#) Phone: 0845 7 12 34 56 (Local Rate)

Age Concern Blackpool & District

3 Cookson Street

Blackpool

Lancashire FY1 3EF

Telephone: 01253 622812 Fax: 01253

751252

Email:

ruth.lambert@ageconcernblackpool.co.uk

Visit the website -

<http://www.ageconcernblackpool.org.uk>

Blackpool Advocacy Service

Myriad House

6A Sky Ways

Amy Johnson Way

Blackpool

Lancashire FY4 2RP

Telephone - 01253 405959

<mailto:admin@blackpooladvocacy.co.uk>