

# Home from Hospital services

## What is Home from Hospital?

It is a voluntary sector offer that supports patients leaving hospital who need that extra bit of support to leave hospital and settle back in at home. Often, patients being admitted may have struggled at home prior to admission and their home may be unheated, not have any gas/electric funding and no food in the property. Home from Hospital aims to respond to those wide-ranging needs and resettle patients back home with enough support for up to 4 weeks. They provide regular face to face contact and telephone support to respond to issues quickly. They can also support patients to stay in the community with admission avoidance referrals that originate from Manchester Community Response (MCR) to offer similar support.

## Providers, hospital sites they cover and referral contacts

For North Manchester General Hospital	For MRI and Wythenshawe Hospitals	For MRI only
 <b>Manchester Care and Repair</b> 0161 872 5500 h.savin@careandrepair-manchester.org.uk	 <b>Age UK Manchester</b> 0161 519 8867 HFH@ageukmanchester.org.uk	 <b>Royal Voluntary Service</b> 0161 850 8650/07757 544904 manchestersyr@royalvoluntaryservice.org.uk

## Services provided by each of the 3 organisations

Service	Care and Repair (All pathways supported)	Age UK Manchester (All pathways supported)	Royal Voluntary Service (Pathway 0 only)
Prior to discharge needs e.g. move furniture or equipment, grab rails or key safes	✓	✓	✗
Transport Home from Hospital	✓	✓	✓
Ensure citizen is settled at home	✓	✓	✓
Check that there is food/grocery and has sufficient utility top ups (including food parcels)	✓	✓	✓
Establish independence support and personalised plan development	✓	✓	✓
Practical and emotional support for up to 4-6 weeks after discharge	✓	✓	✓
Safe and Well checks (in person and by phone) and emotional support	✓	✓	✓
Assistance with shopping	✓	✓	✓
Ensure medication is available and support with prescription orders	✓	✓	✓
Support with laundry and other households tasks	✓	✓	✓
Support with pet care as necessary	✓	✓	✓
Make referrals to Adult Social Care if in need of assessment/equipment etc	✓	✓	✓
Help the citizen navigate to other forms of support e.g. local groups and activities	✓	✓	✓
Handyperson service – handrails, grab rails, key safes, small domestic jobs such as plumbing, joinery, moving furniture	✓	✗	✓
Home safety assessment – such as trip hazards etc	✓	✓	✓
Energy Efficiency Advice – working with Advisor to look at small energy saving initiatives	✓	✗	✗
Home repairs support – including urgent boiler repairs and replacements (within 3-5 working days), gas fire repairs/replacements and electrical safety inspections	✓	✗	✗
Welfare funds – essential white goods, appliance exchanges (if faulty), essential furniture (beds, chairs etc) and top-ups for utilities and phone credit	✓	✓	✓
Casework service – such as income maximisation, blue badge applications, hospital transport arrangements, referral for major adaptations	✓	✓	✗