

Hospital Discharge Information Pack for Harrow Carers

Information for Carers of people
being discharged from
Northwick Park Hospital and
St. Mark's Hospital

Please take time to complete this card to help us develop this information pack further.

Name: _____ **Mr** **Mrs** **Ms**

Address: _____

Telephone: _____

Relationship to person discharged from hospital _____

_____ **Was**

this pack given to you by:

Hospital **Carers Support Harrow** **Other** _____

What do you think of this pack? _____

How often do you refer to it? **Daily** **Weekly** **Less frequently**

Have you found it useful? **V.Good** **Good** **Average** **Poor** **V Poor**

What other information do you think this pack should include?

(continue on the other side if required) **THANK YOU**

Introduction

Discharge from hospital can sometimes be a particularly difficult and stressful time for carers. Whilst wishing to see the person you care for leave hospital, you may worry about your own ability to provide the level of care and support which may be needed to ensure on-going recovery of the patient.

This pack aims to give you the answer to some of these concerns and to provide useful relevant information so that you, the carer, can feel more confident and able to cope with day-to-day caring.

About one in five households in this country includes someone who is a carer.

Remember that, as a carer providing or likely to provide substantial and regular care, under the Carers' Act you are entitled to an assessment in your own right as well as being part of the assessment of the person you care for.

If for any reason, you or the person you care for have not had an assessment for service you think you might need, please ask to speak to the hospital social worker before the person you care for is discharged. If they have already been discharged from hospital you can telephone and ask for advice or help from your local Social Service office.

**Contact Civic Centre on 020 8863 5611
and ask for Social Services.**

How will I manage when the person I care for leaves hospital?

As a carer you should be involved in the discharge plans for the person you care for to leave hospital. Discharge planning in hospital begins as soon as the patient is admitted. As early to the patient admission as possible, a discharge date is set. This date depends on the patient's medical condition and associated discharge needs, and therefore may change.

Quite a lot of people leave hospital and do not need any help at home. Some people who need support and are more dependant on others because of their medical condition. These people may qualify for care at home or continuing care from social services and healthcare staff. As resources are limited priority is given to situations where the need is greatest.

What services are available?

There is a wide range of services and these are listed below. The services are provided by different authorities and so the information below should tell you who provides what and how you, as a carer, can contact them if you need to.

If you and the person you care for have completed an assessment with the social worker and the hospital team the services that you need should start as soon as they leave the hospital. However, if your circumstances change, then there may be other services available to you.

Help with health-related services:

The main person to contact is the patient's general practitioner (GP) who is responsible for co-ordinating health care at home after they are discharged from hospital.

If the patient needs more nursing care at home, the ward staff will make arrangements for a district nurse to visit, and they will give the patient a letter to give to the district nurse. You can also contact the district nurse through the GP surgery.

The patient may be given an out-patient appointment to come back to the hospital for a check-up.

If transport has been arranged for this it will be written on the out-patient appointment card. Transport for out-patient clinics can only be booked for medical reasons or if there is no other way of getting the patient to the appointment. Sometimes out-patient appointments are sent once the patient has been discharged. Check with the nursing staff what is happening about out-patient appointments.

Transport home

The hospital can only provide free transport if a doctor decides it is needed for medical reasons, or if there is absolutely no other means of getting home.

bag plus a zimmer frame and wheelchair (if necessary) is all that can be taken. Where suitable, transport may be a hospital car or

taxi. Please make sure the patient has clothes to travel in.

If you need any other information or have any questions please ask a member of the ward nursing team.

Cash help for carers

This section gives a brief summary of some of the main welfare benefits available to carers and the people they care for. This document is for guidance only and the information was correct at the time of going to print. Please check details of benefits with the relevant Benefits Office (your local Citizens Advice Bureau or Carers Support Harrow).

Benefits Enquiry Line	0800 882200
Citizens Advice Bureau	020 8424 1643
Carers Support Harrow	020 8868 5224

Benefits for Carers

Carers Allowance

Disability Benefits

Attendance Allowance

Disability Living Allowance

Travel and Parking Permits

Harrow Crossroads with Outreach Caring for Carers

Harrow Crossroads is a registered charity based in Pinner. We provide a free, high quality service to **Carers** living in the London Borough of Harrow, who are looking after someone with a chronic illness or disability.

As we are a charity, we do not make a profit or place anyone above our clients. Our Management Committee has a membership of Carers, former Carers and professional people. Our expert staff team include fully trained Care Support Workers.

About the service:

Care Support Workers visit the Carer's home for a few hours each week at an agreed time, taking over the caring role to enable the Carer to take a break.

The Care Support Workers are carefully selected, well-trained and supervised in their work.

Additional help may be available in times of need or in an emergency.

Here are some of the ways in which we may be able to help you. We offer:

information and advice about all issues affecting carers, including benefits, respite and support services.

emotional support by lending a sympathetic ear. Our experienced staff can help overcome your isolation and stress by introducing you to carer support groups where you can meet people in similar positions.

relevant training where needed to meet practical and emotional needs.

encouragement in helping you discover your own needs and to know where to turn for help in meeting them.

advocacy if and when you are faced with having to assert your rights.

social activities at the Centre to give you a much needed break from your caring role.

How to contact us

If you would like more information about Harrow Crossroads services, a Membership Form, or would like to make a donation, please contact either Annmarie or Dee by any of the following ways:

Post: Harrow Crossroads with Outreach Milmans
Resource Centre

Grove Avenue
Pinner Middx
HA5 5PF

Tel: 020 8868 0903

Fax: 020 8868 1766

Email: annemariam@harrowcrossroads.co.uk

*Affiliated to the Association of Crossroads Care Attendant Schemes,
Registered Charity Number 1041531*

Patient Advice and Liaison Service

As a patient, relative or care sometimes you may need to turn to someone for help, advice and support.

This is where the Patient Advice and Liaison Service (PALS) can help.

The PALS is a confidential service that aims to;

- Help sort out problems quickly and effectively
- Provide information and advice about the NHS and other local services
- Listen to your concerns, suggestions or queries
- Provide advice on how to make a formal complaint
- Help you to become more involved in changing local NHS services

There are two Patient Advice and Liaison Services in Harrow.

The PALS service provided by **Harrow Primary Care Trust (PCT)**. The PCT PALS service covers community services such as GP's, Opticians, Dentists, Pharmacists, District Nurses, Health Visitors, Services for Older People including Fielding, Fletcher, Dryden and Gaskell Wards at Northwick Park Hospital along with the Denham Unit in Harrow Weald..... or it may concern other areas of health or social care.

Other Help

We are only able to list a few of the many organisations that may be able to help you. Please ask us for further details if your needs are not covered by this list:

Civic Centre	020 8863 5611
Harrow Crossroads	020 8886 0903
Carers Support Harrow	020 8868 5224
Age Concern Harrow	020 88617980
Alzheimer's Disease Society	01923 824235
Rethink (formerly National Schizophrenia Fellowship)	020 8427 8254
Harrow Mencap	020 8954 8444
Harrow Association of Voluntary Services	020 8863 6707
Harrow Association of Disabled People	020 8861 9920

If you need translation

If English is not your first language and you require translation of the information contained in this document contact the number below

020 8966 1031

- GUJARATI** જો અંગ્રેજી તમારી માતૃભાષા નહીં હોય અને આ પત્રકમાં આપેલી માહિતીના ભાષાંતરની તમને જરૂર હોય તો મહેરબાની કરી અમને નીચેના નંબર પર ફોન કરો:
- HINDI** अगर अँग्रेजी आपकी मातृ-भाषा नहीं है और आपको इस दस्तावेज़ में दी गई जानकारी का हिन्दी में अनुवाद चाहिए, तो कृपया नीचे दिये गए टैलीफोन नम्बर पर सम्पर्क करें:
- PUNJABI** ਜੇ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਨਹੀਂ ਆਉਂਦੀ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਜਾਣਕਾਰੀ ਦਾ ਪੰਜਾਬੀ ਤਰਜਮਾ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ:
- BENGALI** ইংরেজী যদি আপনার প্রধান ভাষা না হয় এবং আপনি যদি এই ডকুমেন্ট-এর তথ্যের একটি অনুবাদ চান, তাহলে দয়া করে নিচের নাম্বারে যোগাযোগ করুন :
- SOMALI** Hadii aysan luqada ingiriisigu ahayn luqadaada koowaad una baahan tahay in lagu turjumo macluumaadka ku qoran dukumiintigan fadlan la soo xiriir lamarka hoos ku qoran:
- CHINESE** 假如英語不是你的第一語言，而且你想要我們提供對這份文件中所包含資訊的譯文，請撥下列電話號碼:
- URDU** اگر آپ کی صدر زبان انگریزی نہیں ہے اور آپ اس دستاویز میں دی جانے والی معلومات کا ترجمہ حاصل کرنا چاہتے ہیں تو براہ کرم نیچے دئے گئے نمبر پر رابطہ کیجئے: