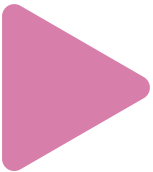




Bath and North East Somerset,
Swindon and Wiltshire Together



Caring Steps



Together

Returning home with support



You've been given this leaflet because you may be going home with additional support to aid your rehabilitation

This information is for you and your family, friends and carers who make up your support network, to help you understand what will happen when you're ready to leave hospital.



Planning what's next

When can I leave hospital?

Our team should already have begun talking to you about leaving hospital. Returning home will help you to recover better and quicker. You may need some support or reablement, but it's better that you get this at home.

You may already receive support from a care provider when you're at home. It's possible that these pre-existing arrangements can still meet your needs and can be re-started quickly, enabling you to leave hospital as soon as possible once you're medically well enough.

What is reablement?

Reablement is a short-term service provided in your own home, that will usually last a few weeks after discharge from hospital, to help you adjust to being back at home and in your preferred routines. Reablement is a time limited provision based on specific goals for you but is not a substitute for homecare.

Our team includes nurses, physiotherapists, occupational therapists and support workers. They work closely with personal care providers. Together they will ensure you have all the support you need at home to maximise your recovery and reduce your need for long term care and support.




Getting support

How will you support me to leave hospital?

From the moment you're admitted, we start putting a plan in place with you to leave hospital safely.

The hospital team (doctors, nurses, therapists and other healthcare professionals) will work with you and your support network to understand your care and support needs. They'll share information with the community team about your needs after you're discharged from hospital.

These teams will work together to identify the things you require on your return home to continue your rehabilitation. While you're in hospital, your treatment and progress will be reviewed on a regular basis and the team will talk to you about your care and recovery when you get home. They'll tell you and your support network when arrangements are in place so that you're ready when it's time to leave hospital. We aim for you to go home quickly once you're medically well enough – this means you won't always get a lot of notice. That's why it's important to start planning as soon as we can.



Hello, I'm a member of your support team. I'll work with you to develop your Support Plan.

We'll assess your specific needs for ongoing support and care at home and discuss these with you, so that we can put the right package together. There are also a range of services in the community that can help you return safely to your own home and support you to manage as independently as possible.



Who can be involved in these conversations?

You can choose who you want to be considered part of your support network, and they can be involved in any discussions. If you have carers, their views are important and will form an important role in planning for when you leave hospital.

What do I need to do?

You should discuss your plan for leaving hospital with your support network before you go, to make sure you have everything you need. This includes how you'll get home from hospital and what you need at home – for example, supplies of medication.



On the day you go home, you may go to a Discharge Lounge first. This is a dedicated area where you can be comfortable whilst you're waiting for things like medication or transport to take you home.



After hospital

How long will the support last?

The support will usually last for a few weeks after you return home to help you rehabilitate.

What can I do if I don't agree with my Support Plan?

The team in the hospital will talk to you and your support network about the care you may need after you leave hospital. This will help us to develop your Support Plan, and

we'll make sure you're involved in the decisions about you. Sometimes, your preferred choice of care, home or agency, or support at the exact times you need it, may not be available in the area you live in. But we'll do our very best to get as close to your requirements as possible. If you've returned home and you don't agree with something in your Support Plan, you should discuss this with your therapist during their visit.

Who should I contact if I get home and have a concern?

You'll be given the contact details of the team providing your support. If you have any concerns you can contact them using the phone number provided.

What happens when my reablement support ends?

As your support progresses, it will be reviewed and tailored to suit your needs. If you're having visits from a healthcare professional, these may be reviewed as you improve and achieve some of your goals. Your reablement team or social worker will let you know when your support is ending so that you can properly manage and plan your ongoing care.

What if I need more support or ongoing care in the longer term?

If you're going to pay for your care yourself, we can provide you with a list of care agencies and information to help you to find long-term care. You'll need to arrange your own care as soon as possible. We will aim to give you as much notice as possible of when you must begin paying for your own care. If you haven't found your own care in this time, we'll continue with the reablement support for a short period of time, for which you'll be charged.

Hello, I'm a Therapist. I help patients continue their recovery at home.

I'll visit you within a few days once you're settled at home. I'll check that you have the equipment you need and are able to move around your home, and I'll help you set goals to help your rehabilitation.



£ Cost of services

Can I get financial support for my care?

If you're going to receive initial support from the reablement team, this is free of charge for a short time. If you were paying for support before you came into hospital which will continue once you leave, you'll carry on paying as you did before, including for any additional needs.

If you do need longer-term care, a referral will be made for you to the local council. They will carry out a needs assessment to determine how much support you need. This needs assessment is free, and anybody can ask for one. The council will also undertake a financial assessment to work out whether, and how much, you will have to pay towards the cost of your care.

If your longer-term support will be funded by Social Care, your care providers will change so that you can be supported according to your needs assessment.

If you have any worries about your care, please talk directly to the care agency as they will be able to help you.

If you are eligible for financial support and you or someone in your support network with legal responsibility is interested in receiving a direct payment so you can arrange your own care, you can apply for this and the council will consider your application at: [gov.uk/apply-direct-payments](https://www.gov.uk/apply-direct-payments)

What happens if I'm not eligible for financial support?

If you're not eligible for financial support, you'll need to pay for your own care. We'll give you as much notice as possible before you need to make any payment. If you do need to pay, we can provide you with a list of care agencies or homes so you can find long-term care. If you haven't managed to find your own care in this time, we'll continue with your support for a short period of time, for which you will be charged. You and your support network will need to arrange your own care as soon as possible.

If you have needs arising from disability, accident or illness that cannot be met by existing universal or specialist services alone, you may be eligible to receive fully funded NHS Continuing Healthcare (CHC). When you're back at home, your support team may suggest an assessment for CHC. The process involved in NHS continuing healthcare assessments can be complex and doesn't guarantee funding. An organisation called Beacon gives free independent advice on NHS continuing healthcare. Visit the Beacon website: [beaconchc.co.uk](https://www.beaconchc.co.uk) or call the free helpline on: **0345 548 0300**.



You might be eligible for the council to pay towards these costs if you have less than £23,250 in savings (called the Upper Capital Limit, or UCL). From October 2025 this will rise to £100,000 in savings.



What should I do with any equipment that I don't need anymore?

If at any time you feel you no longer need the equipment you've been provided with, you should discuss this with your therapist. If it's agreed that the equipment isn't suitable for your needs anymore, you should contact the equipment provider to arrange for it to be collected from your home.



Your notes

The next two pages are your space to keep notes.

- ▶ How can I stay as fit and mobile as possible whilst in hospital?
- ▶ What is keeping me in hospital?
- ▶ What do I need to do to be able to leave hospital?
- ▶ What's my plan for leaving hospital?
- ▶ When will I be discharged?
- ▶ Is my home safe and ready for me to return to? Heating, food, cleanliness etc.
- ▶ What do I need to arrange for when I leave hospital?
- ▶ How can my family/friends/carers help after I leave hospital?
- ▶ Who do I contact if I need support or have concerns after I leave?



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You can find more information, videos and helpful links at:
www.bswtogether.org.uk/discharge
This information may also be available in other languages.