

Home First

Patient and Relatives Information Leaflet

Welcome to the Calderdale Home First Service

This information sheet is designed to give you the facts about your care whilst you are with the Home First Team

What is Home First?

We know that people often present differently in their own home environment compared to a hospital setting. The hospital environment can limit your opportunity to manage core activities of daily living independently such as washing and dressing, using the toilet and preparing your meals.

Home First supports you to leave hospital, when safe and appropriate to do so, and continue your care and assessments in your own home. This means that your needs can be assessed in the most appropriate place and we can get more of an accurate and realistic perception of your abilities.

Who is on the team?

- Advanced Clinical Practitioners
- Occupational Therapists
- Physiotherapists
- Nurses
- Rehabilitation Assistants
- Independent Living Officers
- Pharmacists

What does the Home First service look like for you?

The ward staff will likely already have started to discuss plans for discharge with you during your hospital stay. When the doctors decide that you are medically optimised and no longer need any treatment in hospital you will be referred to the Home First team for ongoing assessments in your own home. The ward will co-ordinate your discharge to ensure you have all your medication, discharge letter and all relevant referrals have been completed.

It will be agreed between yourself, family members and the assessor if you need to be seen at home on the day of discharge or if it is more appropriate for you to settle in and be seen the next day.

The Home First team will visit you at your home within 24 hours to assess your mobility and safety when carrying out your daily activities. They will then provide any equipment needs which have been identified and establish whether there is a need for daily support which can be put in place on the same day.

Ongoing assessments will be carried out and if daily support is required you will be referred on to the appropriate team for your care to continue at home.

What can you expect from us?

- We will respect your privacy and dignity at all times.
- We will observe infection control precautions.
- We will provide best practice and promote your independence.
- We will listen to your views and work in partnership with you.
- We will help to plan and co-ordinate your health and social care needs and educate you around your condition, so you are able to make informed decisions around your health and well-being.

What can we expect from you

- We would be grateful for facilities to wash our hands and paper towels to dry them; such as kitchen roll.
- We may need to request that pets are not present in the room on visits for safety and hygiene purposes.
- A smoke free environment, we may ask you to stop smoking during our visit or ask you to move to another smoke free room.
- That you respect that we are required to adhere to Health and Safety protocols whilst undertaking your care.

NHS staff will treat everyone fairly and consistently with dignity and respect. In return staff expect that you will treat them in the same way, which will ensure we are all free from undue stress and anxiety.

We have a zero-tolerance policy and any incidents of violence and/or aggression will be dealt with in line with Trust Policy.

Ask questions about your care and treatment. Tell us if you do not understand and need support.

We would be grateful if you or a family member complete the Friends and Family Test so that we can actively seek to improve our services where necessary.

What are the benefits of Home First?

1. Physical Strength

Your length of stay in hospital will decrease and evidence suggest that this will reduce de-conditioning of your muscles and improve your rehabilitation outcomes

2. Risk of Infection

Reduce risk of hospital acquired infection by reducing length of stay

3. Mental Health

Improve your mental health and well being by being supported in familiar surroundings with family and friends

4. Rest

Improved rest in your own bed. Sleep is the bodies time to rebuild, restore and rejuvenate. It is important to have good quality sleep when recovering from illness or injury

Who will be seeing you at home and when?

If you need to speak to someone about your treatment whilst receiving care and support from the Home First team, then please call 01484 343443 – The hours of work are from 8am - 8pm.

If it is outside these hours, then you may leave a message and the team will return your call as soon as possible on the next working day.

At other times or if you feel the situation is urgent you can either contact NHS direct on 111 or in an emergency situation you can still dial 999

If you have any comments about this leaflet or the service you have received you can contact :

Urgent Community Response

Telephone: 01484 343443

www.cht.nhs.uk

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਬ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਚੂਰ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو ہی معلومات کسری اور فارمیٹ طریبان می درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے می ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم
المذكور أعلاه"