



Care & Support Services

Home from Hospital and
Care & Response Service



Care and Support Service

We help many hundreds of people each year to remain in their own homes or regain their independence following a stay in hospital or a temporary illness. This short-term care and support can make all the difference at a time when people are at their most vulnerable.

- *Trained volunteers help people settle comfortably back home.*
- *Help and support is available for up to six weeks.*
- *The service is available and free of charge to the user.*

Practical help includes pick up from hospital and settling people back into their homes, supportive pop-in visits, collecting prescriptions, making shopping trips on behalf of someone or accompanying them. The service also offers short-term respite breaks for carers; volunteers sitting with clients to relieve the carers. The service can also take people to pre made medical appointments and if requested accompany throughout the consultation. This service also offers practical support to help prevent hospital admission and generally promotes 'Independent Living'.

- *We can take referrals from anyone contacting the service co-ordinator.*
- *You may be a relative, friend or neighbour or someone who has professional contact.*
- *We do need the agreement of the person receiving the service before we take up a referral.*

What is the Home from Hospital Service?

Going home after a period of hospitalisation isn't always easy and can be daunting for some.

The home from Hospital Service is FREE of charge and covers all of the Plymouth area. It is extremely flexible and trained volunteers are used in the operation of it.

After hospitalisation this service offers short-term (up to 6 weeks) practical support to help you settle back in at home. It will cater for anything from collecting you from hospital to take you home, collecting basic shopping en route to providing pop in visits at home.

Our aim is to help rebuild your confidence so that you can live independently within the community.

This service can be tailored to your particular needs but can include such things as:

- Take home from hospital and settle in.
- Collect for or take you shopping
- Collect prescriptions
- Provide regular weekly welfare pop-in visits
- Accompany to medical appointments

How to get this help?

If you are in hospital ask the person arranging your discharge to contact the service office on

01872 267955

We will then make all the necessary arrangements OR you can contact us direct on the service telephone number.

Anyone can make a referral. You can call us about anyone in need of the service but they must be in agreement before we can accept the referral.

This help really WILL make a difference.

What is the Care & Response Service?

This service offers short-term support (up to 8 weeks) using trained volunteers to help prevent hospital admissions and breakdowns in care.

We will always try to respond rapidly to those requiring urgent assistance. We can:

- Relieve carers and sit with clients
- Escort and accompany to hospital appointments
- Provide practical assistance to those with temporary mobility problems by shopping and collecting prescriptions
- Befriend and support following bereavement
- Assist rehabilitation teams in promoting Independent Living

We DO NOT offer personal care, administer medication or undertake general household duties.

How to get this help?

To make a referral:

Tel: 01872 267955

To contact the Plymouth based Service
Co-ordinator with an enquiry about the service

**Tel: 01752 788791 or
Mobile 07841 261345**



Volunteering

The British Red Cross is always looking for new volunteers. Could you spare some time to help make a difference to people's lives in your community? If you are a caring person, enjoy meeting people and have some time to spare we'd love to hear from you. All expenses will be paid and training given.

Please contact the service office on
01872 267955

Other services offered by the British Red Cross

Medical Equipment Service -

where you can loan from a vast array of equipment including wheel chairs, frames, commodes, and aids of all types plus much more besides.

This service has a store in Plymouth and also operates a collection and delivery service. Whilst no charge is made for the loan a donation is appreciated to help with the ever-increasing running costs of the service.

Event First Aid

This service is available in the area to supply First Aid cover for public events at reasonable cost.

Skin Camouflage Service

Offers practical help regarding the application of specialist creams to improve the appearance of scarring and disfiguring skin conditions. This service available by way of referral from your doctor.

First Aid training

Offering First Aid training to the public.

Tel: 08453 315000

Youth & Schools

This service goes into schools, colleges and organisations working with young people, to offer awareness and education on global issues, good citizenship, humanitarianism and babysitting.

Fundraising

Much of the work of the Red Cross is linked to raising money to allow it to operate within its services within the local community. Opportunities exist to get involved in fundraising.

For more information about these services ring **08453 315000**
from Monday - Friday 9am - 5pm

The Service Office can be contacted Monday to Fridays on

01872 267955 or **01872 272878**



BritishRedCross
Working in Partnership



*City of
Plymouth*