**Hospital To Home**

**Client Information Sheet**

**What is the Hospital To Home Service?**

In 2023, there were 11 million people aged over 65 in England, equivalent to one in five of the total population.

In one year alone, there was 4.8 million A&E attendances by older people…an increase of 40% in the last decade.

Once admitted, older people have longer hospital stays and are more likely to experience delayed discharge. Over winter 2022/23, between 13,000 and 14,000 patients were stranded in hospital on any given day, up from around 4,500 in the same period in 2018/19.

Nationally, we saw 855,000 emergency admissions of older people, with 263,245 of those that were re-admissions within 30 days of discharge from their last hospital stay. That equates to 18% or 1 in 6 older people with potentially avoidable admissions had the right support been in place at the right time…this is where Hospital To Home can help.

The Hospital To Home Service focuses on a “Home First” and “person-centred” approach for each one of our clients, regardless of their circumstances, in supporting discharge and avoiding re-admission.

Our highly-trained and dedicated team of Coordinators and Support Workers work with the patient and their healthcare team to assess needs, create and implement a personalised discharge plan and follow up with further short-term support, if needed.

**How do we provide help?**

By working closely in partnership with a variety of professionals, such as the Leeds Teaching Hospital Trust, Leeds Community Healthcare, Adult Social Care and the Leeds Oak Alliance, we are able to support individuals to transition home through a safe, supportive and caring approach at the time of their discharge.

This may involve activities such as a Pre-Discharge Home Check to ensure that the patient’s home is secure, warm and ready for their arrival and/or identifying potential support needs based upon each individual’s needs, such as hand rails/trip risks etc.

Operating 7 days a week from our base at St. James’ University Hospital, we offer a broad range of services across the city of Leeds (eligibility criteria applies), including (but not limited to):

* transport home;
* shopping;
* support to make light meals/snacks;
* transport to follow-up appointments at your discharge hospital;
* sign-posting and/or referring in to other appropriate services; and, above all,
* emotional and wellbeing support!

In the unfortunate event of a hospital attendance – whether planned or unplanned, if you, or someone you know (over the age of 50), feels like you would benefit from our **FREE** help – please speak to a member of your healthcare team and ask them to refer you to Hospital To Home **(we can only take referrals from Healthcare Professionals).**

**What happens if we can’t provide the service you require?**

As with most services, we have eligibility criteria that we must adhere to in order to provide support, such as (but not limited to):

* Age (50+);
* Location (Leeds City Council postcodes);
* Living alone or with an unpaid carer, who needs support;
* Health needs (we cannot provide Personal Cares/Medication support); and
* Mobility (independently mobile with/without walking aid and able to access a standard vehicle).

In some circumstances, we may still be able to assist. For instance, if you are unable to access a standard vehicle, we may still be able to carry out support visits to you, at home, once you have been discharged. Similarly, if there is a short delay in your “package of care” being restarted after your discharge, we may be able to bridge the gap (depending upon need).

If you are unsure if we can help, please speak to your Healthcare Team and they can discuss your individual circumstances with us directly.

**How our service treats its clients**

We follow 5 key principles when delivering our service:

1. **The service is free of charge**

You won’t be charged for any of the support we provide, although you may be asked to cover the cost of any shopping we do on your behalf (individual circumstances apply). If we signpost or refer you to another organisation we will tell you if there is a charge for the service.

Age UK Leeds is a charity and we need to raise the money to fund our services. We do welcome donations. If you do wish to donate, please speak to one of our staff.

1. **The support that we provide is independent of any outside influence**

If we are discussing other organisations/services with you, we will never recommend a service or provider to you. Where possible we will always provide you with a choice of support available to you so that you can make an informed decision. We are not bound by any local or national government policies and will always provide information on what is best for you rather than what is best for the council, Age UK or any other organisation. We will never support someone to do anything illegal or fraudulent. We will immediately stop support for anyone carrying out illegal or fraudulent activities and may notify the appropriate authorities.

1. **All information is confidential**

Any information we keep about you is stored securely and only viewed by staff and volunteers involved in providing support for you or shared with other people that you have given consent for us to share this information with. This may be organisations that we are referring you to or agencies/organisations we are dealing with on your behalf. We won’t share your information or discuss your case with anyone outside our service, without your consent, unless they have been given authority to act on your behalf.

We may share information about someone without their consent if:

* We are concerned that someone is at risk of significant harm. In this case we may notify a relevant statutory service such as social services or police. These disclosures will be done following Age UK Leeds’ safeguarding procedures.
* They insist on taking an illegal or fraudulent course of action
* We are contacted by a statutory body about a client who is being investigated for suspected illegal or fraudulent activity

Any data we hold on you is done so in accordance with Data Protection Legislation. We have a statement ‘What we do with your information’ which is available by calling 0113 389 3000. You have a right to view any data we hold on you and request this by writing to Age UK Leeds, Information Governance, Bradbury Building, Mark Lane, Leeds, LS2 8JA.

1. **Clients are treated with fairness, dignity and respect and we expect clients to treat our staff and volunteers in the same way**

We won’t judge anyone based on their age, disability, gender, gender identity, sexual orientation, ethnicity or religion. We won’t judge anyone on the circumstances which they find themselves in and we won’t try to influence any decision you make following our support.

Sometimes clients may make a decision that we don’t think is in their best interest. We will tell them if this happens and aim to provide them with enough information and advice to make an informed choice. We will respect whatever decision they then make. The Hospital To Home Service operates in compliance with Age UK Leeds Equality Policy. A copy of the policy is available on request from 0113 389 3000.

1. **Our service is as accessible as possible for older people**

Our Hub is located on the Ground Floor of the Gledhow Wing at St. James’ University Hospital. Gledhow Wing has step free access, ground floor toilet facilities, including disabled toilet and lifts to all other floors to access Wards and Clinics.

Where clients have difficulty in accessing or understanding our support, for example because of a disability or language problem, we will take reasonable steps to provide our service in a manner which is accessible and appropriate to their needs and circumstances.

**How to make a complaint, compliment or suggestion about out service**

If you would like to make a complaint, compliment or suggestion about our Hospital To Home Service please fill in our ‘Tell us what you think’ form. You can request this by ringing 0113 389 3000. Alternatively, you can complete a comments box on our website: <https://www.ageuk.org.uk/leeds/about-us/contact-us/>

**How you can help us**

Our Hospital To Home Team gain satisfaction from our work and helping our clients. We don’t expect any recognition or gifts. There are a number of ways you can support us so we can continue to provide the service:

* Make a donation – by cheque payable to Age UK Leeds, by standing order, by payroll giving, leave a legacy, donate on line. For more details, please visit our website or call 0113 389 3000. **Please make it clear when you make your donation if you wish to donate specifically to the Hospital To Home Service**. If you are a tax payer, please also ask about Gift Aid.
* Volunteer – there are lots of different volunteering opportunities. More details are on our website or ring 0113 389 3000 or email [volunteer@ageukleeds.org.uk](mailto:volunteer@ageukleeds.org.uk)
* Provide a case study of your experience
* Provide feedback about our service

**Our contact details:**

Office: Bradbury Building, Mark Lane, Leeds, LS2 8JA

Telephone: 0113 389 3000

Website: [www.ageuk.org.uk/leeds/](http://www.ageuk.org.uk/leeds/)