

Patient information

Information for patients, family, carers and staff

Support to go home service

What is this service?

The Support to Go Home Service is comprised of health and care professionals working together to provide short term care provision for when you return home.

Your social worker will have arranged a care package for you with a confirmed start date. When there is a delay to your start date, our service will be able to provide interim care to enable you to be discharged home.

This service is hosted by West Suffolk Hospital and is provided in partnership with the West Suffolk NHS Foundation Trust and Suffolk County Council. There is no cost to you for this service for patients who are receiving a social care funded package of care.

The team consists of an occupational therapist, care co-ordinator and support workers who will help you with your daily tasks, such as washing, dressing and meal preparation, within your home.

They will work closely with you, your family, social care and the community teams, to ensure you experience a seamless service throughout your period of recovery.

Aims of the service

- To enhance your recovery by not delaying your discharge, thus reducing your



risk of infections associated with a prolonged admission.

- To maximise your independence by offering early recovery support within your home.
- To provide advice, follow-up visits and referrals to external agencies as required.
- To ensure an appropriate level of care is provided according to your needs.
- To reduce the likelihood of readmission to hospital.
- To avoid the risk of prolonged hospital stays and physical deconditioning.

Who can we help?

The service assists those who are:

- Aged 18 years and over
- Registered with a West Suffolk GP
- Awaiting a package of care and medically ready to be discharged.

How you can contact us

01284 713568 or 07795 284 047

Office opening hours are:

Monday - Friday and Bank Holidays 08:00 am to 10.00 pm

Weekends — Saturdays and Sundays 08:30 am to 9.00 pm

- Occupational Therapist
- Care Co-ordinator
- Duty Support Worker

Out of hours please leave a message and we will contact you as soon as possible during office hours

What to do if you become unwell

If you become unwell and require medical attention please contact your GP in the normal way or 111 if your GP practice is closed.

In an emergency contact 999

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo) <https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>



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