

What matters to you, matters to us.

Looking after you in hospital and working together with you at home to recover is really important to us.

It is encouraging to hear feedback so tell us how we did by completing one of our Your Experience forms.

Ask a member of the team for a form.

Your feedback is important to us and helps us improve.



Your Experience

...we're listening, tell **us** what you think.

In partnership:

Wirral Community Health and Care NHS Foundation Trust
Wirral University Teaching Hospital NHS Foundation Trust
Wirral Council

Version 1 August 2022



Hospital may be where you get treated,
but home is where you get well.



Let's get you home |


HomeFirst
Why not home, why not today?

Why not home - why not today?

Nobody wants to stay in hospital any longer than they need to, and once hospital care is complete, we at **HomeFirst** understand that many people want to be back home as soon as possible.

There really is nowhere like your own bed and being amongst family, friends and loved ones to help you recover from a recent illness or treatment.

Hospital may be where you get treated, but home is where you get well.

People recover better at home once their treatment in hospital is complete, and home is a much better place to think about your future and make important decisions than a busy hospital.

We want to make sure people receive the right care, at the right time, in the right place.

Shortly you will return home from your stay in hospital and the **HomeFirst** team of specialist health and care professionals will be on hand to help and support you in your recovery - all working together to help you at home.

Within 24 hours of being at home, we will arrange with you for some of our team to visit and assess what support you need. What matters to you is important to us. We want to work together towards goals that will help you regain a level of independence. This may include help from support workers, occupational therapists and physiotherapists.

There may be a family member or friend you want to include when we visit so they can be involved in your care and recovery too.



What matters to you?

At **HomeFirst** we want to hear what matters to you so that we can work together on your recovery in the comfort of your home. We want to help you remain at home safely and get back to doing the things you enjoy.

With you, we may look at how you manage to:

- Move around your home. This may include appropriate equipment if needed, eg. walking stick or frame to help you
- Get in and out of your bed and chairs
- Access a toilet or commode
- Wash and dress yourself
- Prepare meals and drinks for yourself



With you, we may look at things such as:

- Do you need short term support from our services with personal care or meal preparation whilst you recover?
- Are you able to manage at home on your own after a period of time?
- Will you require on-going support at home?

HomeFirst can assist you with day to day tasks in the beginning and our team will work with you to help you regain independence. Most people recover and get stronger with help from family, friends and neighbours or with support from voluntary and community services.

The duration of our support will depend on your needs, but this is usually up to 6 weeks.

If our assessments identify that longer term support is required we will work with you to arrange this and refer you to the correct additional help.

Ongoing support and care

Following a period of free NHS care and reablement you may require an ongoing care and support package.

This is usually provided by Adult Social Services who will assess whether you are eligible to receive care and support. A financial assessment will be carried out to determine what contribution you can make towards your care.

For more information about charges and paying for Adult Care and Support Services in Wirral, please visit Wirral Council's website - www.wirral.gov.uk (search 'Paying for adult support').



Getting ready for home

At **HomeFirst** we understand that sometimes there is lots of information to remember when you are returning home from a stay in hospital. You may have been visited on the ward by different teams who are all working together to continue your care. This section is for you or your family to jot down any notes or guidance of your own so you can remember what was discussed.

Therapy:

Exercise / mobility:

Dietary advice:

Falls prevention and reducing risks:

Medications:



What do you want to achieve?

To help you achieve your goals we need you to work with the team during the process, engage with therapy and care staff, and commit to carrying out exercises and following our advice. We can guide and support you to achieve your goals, but it is you that will achieve them.

With the support of HomeFirst, I want to achieve:

(Remind yourself of what you want to achieve and jot down your goals)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....



Contacting the team

If you, a family member or carer have any questions or want to contact the **HomeFirst** team, please call **0151 514 2631**.

The team is on hand to take your call 8.00am to 7.30pm, 7 days a week.

We have also included a contact card in your discharge pack. It is a really good idea to stick this to the fridge, or somewhere easy to find, so everyone knows how to contact the team.



Let's get you home.

Our team will be visiting you at home to discuss with you the support you already have, and any extra help you may need to remain healthy and independent at home.

If you or someone who helps with your care wants to contact our team, please call **0151 514 2631** - between 8.00am and 7.30pm, 7 days a week.*

*If you are unwell outside of these hours, call 111 for medical advice or 999 in an emergency.

In partnership:
Wirral Community Health and Care NHS Foundation Trust
Wirral University Teaching Hospital NHS Foundation Trust
Wirral Council

Hospital may be where you get treated, but home is where you get well.

For more information about **HomeFirst** please visit our website - wchc.nhs.uk/homefirst

