**Confidentiality**

We will not share any information that you give us without discussing this with you first and getting your consent. The only exception to this is, if we consider that your life or the wellbeing of someone else could be at risk.

**Compliments, Comments and Complaints**

We welcome feedback about our services so please contact the Patient Advice and Liaison Service (PALS) on Freephone **0800 7834839** or email:

[**elft.palsandcomplaints@nhs.net**](mailto:elft.palsandcomplaints@nhs.net)

If you are not happy with the service and your treatment, please ask to speak to the service manager to try and resolve this. Or contact the PALS team.

If you wish to make a complaint, you can call Freephone **0800 085 8354**

or email: [**elft.complaints@nhs.net**](mailto:elft.complaints@nhs.net)

or write to:

FREEPOST RTXT-HJLG-XEBE Complaints Department,

The Green,

1 Roger Dowley Court.

Russia Lane,

London E2 9NJ

Bedfordshire adult and children's community health services are provided in partnership by East London NHS Foundation Trust (ELFT) and Cambridgeshire Community Services (CCS) NHS Trust.

**On your day of discharge from Hospital**

Once we are notified that you have left the hospital, a member of the team will contact you at home to arrange a convenient time to visit you in your own home and complete an assessment on the day of your discharge.

**Operating Hours of service**

The core hours of the service are:

**08:00 to 21:00, 7 days a week.**

*Please note that this service is not an emergency service.*

**Bedfordshire Therapy Website**

[**www.elft.nhs.uk/services/bedfordshire-community-therapy-services**](http://www.elft.nhs.uk/services/bedfordshire-community-therapy-services)



**Case Holder:**

**Scheduled Visits:**

**Contact our team via**

**Single Point of Access on**

**0345 602 4064**

**Lines are open 24 hours a day,**

**7 days a week**

**Transfer of Care**

**Patient Information Leaflet**

**Our Core Values are**

* To provide a high standard of practice at all times, respecting privacy and confidentiality.
* To work collaboratively to safeguard and promote health and well-being of yourself, your family and carers.

**Who are we?**

We are part of the National Health Service (NHS)

and therefore do not charge for the service.

The Transfer of Care team is made up of:

* Occupational Therapists
* Physiotherapists
* Assistant Practitioners and
* Rehabilitation Support Workers

The team also works closely with your GP, the Extended Primary Care Home Team and Social Services.

**Domiciliary Care Support**

Bedfordshire Community Health Services (BCHS) has commissioned care providers: APT and Megacare to provide a maximum of a 5 week service for those that will require long term care packages. Your care for this period will still be overseen by the Transfer of Care Team.

**What do we do?**

Based on the principles that most people’s ongoing health and care needs are best assessed in the home environment: We will support you within the safety and comfort of your home to devise a rehabilitation plan that will encourage and enable you to regain your independence in everyday activities, such as personal care, meal preparation and mobility etc for a period of up to two weeks. Your case will then be reviewed with yourself to propose the next steps and devise a plan.

Please note that you could have a male or female complete any of the above visits.

**Ongoing Support**

As part of our intervention, there will be ongoing discussions with yourself to identify any long term goals and needs, as a result of this discussion, we may signpost and support you towards other organisations. For example: Social Services for a long term package of care, of which you may be financially assessed.

**Equipment Provision**

Your equipment needs will be assessed during your time in hospital and once you return home.

**Please note:**

This equipment will be issued on a free, short-term loan from our equipment company: Millbrook Healthcare.

Should you wish to return any equipment, please call Millbrook on:

**0333 003 8074**

This collection will then be arranged at a time that is convenient for yourself.

**What the service does not provide:**

Please note, should you find you require support with any of the following, the team will be able to signpost you in appropriate direction

* Cooking, housework, washing and shopping
* Emptying bins
* Administrating medication

**Medicines**

We can only prompt medication. The service is unable to administer (remove from the packaging). This will be the responsibility of the patient.

If this is difficult, we ask that you or a family member organises a ‘dosett box’ to be set up for your medication.

Alternatively, you can approach your local pharmacy to set up a regular blister pack. There will be a financial implication for this service.

**Recognising your Team**

All team members will be in uniform and will carry an identification badge, please request to see this at any time. If you are not sure about the identity of the individual that visits, and they cannot show you an identity badge, please do not allow them into your home.

**Supporting Students**  
Transfer of Care supports training experiences for student Therapists and other professionals. Your co-operation is appreciated. If you do not wish to participate in student training, please let a team member know and your wishes will be respected.

**Zero Tolerance**

We would ask you to respect the Transfer of Care colleagues who are there to provide you with therapy input and support. As an organisation we have a Zero Tolerance Policy, therefore violence and verbal abuse will not be tolerated, and may result in care being withdrawn.

**A couple of things to note:**  
Whilst we respect that we are visiting you within your own home environment, we would ask that you kindly:

* Refrain from smoking whilst we are visiting you and supporting you with your therapy needs.
* Should you have a dog/cat, could it be kept in an alternative room whilst we are assessing you or delivering a therapy programme with you.

**Record Sharing**

You may also be asked about sharing your medical information with other health care professionals including your GP. It is a legal requirement that all the agreed information will be documented within your care notes.

Home First: **Information leaflet**