



'Getting you home' service

'Getting you home' is a service offered by BCP Council in conjunction with Bournemouth, Poole and Christchurch hospitals. It aims to reduce the amount of time patients spend in hospital so they can get home more quickly and complete their recovery in a familiar environment.

Prolonged stays in hospital can delay your ability to recover, and most people find the best place to recover is at home.

The 'Getting you home' team are experienced social care workers who will:

- help you return home when you no longer need hospital care;
- work closely with health and social care teams to help you continue to get better;
- help you with essential tasks; and
- work with any existing services if you already have care and support in place.

This is a short-term service (up to 14 days) which is provided free of charge. Information about arrangements beyond 14 days can be found at the end of this factsheet.

The number of visits you will receive will be agreed with you. Visits will be provided within the following hours:

- morning 7.00 am to 11.00 am
- lunch time 12 noon to 3.00 pm
- tea time 4.00 pm to 6.30 pm
- evening 7.00 pm to 9.30 pm

The most common service provided is personal care and essential tasks that are part of your daily routine to keep you well. This can include support with washing, dressing, eating and drinking. Staff can also identify assistive aids and technology to support you to move around your home and achieve tasks independently. Staff do not usually do cleaning, laundry or shopping.

How you can help the staff providing the service

- Allow a key safe to be fitted if you are unable to answer the door.
- Consider any suggestions staff make about use of equipment or moving of furniture to make your environment safer.
- Tell us promptly if your circumstances change, including if you no longer need a visit.
- Be understanding that we cannot provide an exact time for visits.
- Ensure any pets are out of the way before staff arrive.

Please talk to your social care worker if you have any questions about the service.

When the service finishes

If you need ongoing care and support services, your social care worker will contact you to arrange a care needs assessment to identify how best to meet your needs going forward. They will also arrange a financial assessment to determine how much you will need to pay towards the cost of ongoing services. Please note that after the initial two weeks any care you receive will be chargeable.

You may be asked to complete a short survey to give your views on the service provided.

Other factsheets which may be relevant

- [How to find the right care and support](#)
- [Personal Budgets and how your care will be arranged](#)
- [The Financial Assessment](#)

For more information about services please go to www.mylifemycare.com.

To download a copy of this factsheet:

www.poole.gov.uk/adultsocialcarefactsheets



We can give you help to read or understand this information:

Bournemouth and Christchurch residents

Tel. 01202 458744 / email caredirect@bcpcouncil.gov.uk



18001 01202 458744

Poole residents

Tel. 01202 633902 / email sshelpdesk@bcpcouncil.gov.uk



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