



Bassetlaw Intermediate Care Service Information for Patients and Carers

What is the Residential Intermediate Care Service?

Residential Intermediate care (IC) is non means-tested, time-limited, *short term* support. Staff can offer it they believe that, with specialist support, you have potential to improve and live more independently. Intermediate care can be misunderstood, so it important to know it is *not* a period of free care that you are always entitled to following a stay in hospital.

- help you become as independent as possible after a hospital stay, or
- help you to continue to live at home if you are having increasing difficulty with daily life due to illness or disability, or
- prevent a premature, permanent move into residential care.

Based on your current health, abilities and wishes, you agree and work towards personal goals.

You are supported by health and care staff trained to maximise your mobility and observe, encourage and guide you to do things yourself, rather than intervene or carry out tasks for you.

Bassetlaw Intermediate Care is a joint service provided by Nottinghamshire County Council Adult Social Care and

Health Department and Bassetlaw Health Partnerships, part of Nottinghamshire Healthcare NHS Trust

The service is based at **Westwood Residential Care Home, Talbot Road, Worksop, S80 2PG. Tel: 01909533690**



Westwood is a private residential home providing 10 Intermediate Care beds for the residents of Bassetlaw. The aim of intermediate care is to;

- provide therapy input to improve mobility and independence with activities of daily living before returning home.
- provide assessment of a patient's care needs and to discharge the patient to the most appropriate setting which meets their social care needs.
- provide a period of rehabilitation in a residential care home setting for people who are ready for discharge

from hospital but require more time/improvement to be able to return home. People who are struggling to maintain their independence at home may also use the service rather than be admitted to hospital. The Intermediate Care Service will provide time for you to regain and adapt your skills and level of ability, in order to reach your full potential to live as independently as possible.

Who can access Residential Intermediate Care?

We can provide support to:

- People over the age of 65, on a case by case basis we can make exception for people over the age of 55.
- People needing a short period of rehabilitation
- People registered with a Bassetlaw GP or living at a Bassetlaw address (excluding long term residents of residential/nursing care)

How can I access the service?

You may be referred to the Residential Intermediate Care Service via one of the following routes.

- Assessment by hospital or community social work team
- Assessment by the Trusted Assessors within the Integrated Discharge Team in Bassetlaw Hospital
- Assessment by the Rapid Response or Out of Hours community teams.

- Assessment by Nottinghamshire County Council's adult social care teams.

How long can I stay in Intermediate Care?

- A maximum of 3 weeks but it can be sooner than if deemed safe to do so.
- The length of stay will be individually assessed according to your needs, with some individuals returning home after a shorter period of time.
- Your estimated discharge date will be discussed with you on admission to the scheme.

How much will this cost?

- There is no financial contribution for your stay in "Intermediate Care" whilst you are deemed to be on the scheme and receiving ongoing therapy/assessment. Payment of the home is met by Nottinghamshire County Council.
- Once it is deemed that you are no longer on the Intermediate Care scheme and you require to transfer to an alternative service you may be asked by Social Care to financially contribute to your care. At this point a financial assessment would need to be completed in order to determine how much you will contribute towards your care costs. Self-Funders will be expected to contribute to the full cost of care.

Who will be involved in my Rehabilitation in Residential Intermediate Care?

Physiotherapy - assessment and intervention by a physiotherapist which may include mobility practice and progression, provision of a walking aid, individualised exercise programme to increase movement/strength/balance, falls prevention.

Occupational Therapy - assessment and intervention by an occupational therapist which may include washing and dressing assessment/practice, kitchen skills assessment/practice, home visit/access visit prior to discharge, provision of equipment/rails to promote independence at home, tailored activities depending on your normal routine.

Community Care - assessment by a Social Worker or Community Care Officer which may include arrangement of a care package if required for discharge, support/advice for you and your family.

Medical Care

If you require medical attention the staff will consult with 111 of Bassetlaw Call for Care Services and if it is deemed as being a medical emergency a GP or ambulance will be called out.

Nursing Care

If you require a District nursing service you will be referred to the appropriate team by the staff at Westwood Residential Home Manager, or their representative.

During your stay

During your stay, your Therapist may wish to observe you making a hot drink and/or a meal to carry out a kitchen

assessment. You will be asked to provide ingredients for this assessment.

What should you bring with you?

- Medication (3-week supply)
- Clothing for both day and night, including suitable for rehabilitation activities
- Footwear for both indoors and out
- Toiletries
- Bath and hand towels
- Prescription glasses (if worn)
- Hearing aids and spare batteries
- Continence products (if required)
- Personal equipment, such as a walking frame, wheelchair etc. Preferably these should be named to avoid being lost.
- Small amount of money to be kept securely in your own bedroom

Additional Information

Medication

On arrival your medication will be kept in a lockable bedside drawer and issued by staff as prescribed. If you are able to manage your own medication the care staff will supervise you doing this.

Laundry

Your laundry can either be done by your family/friends or on site via the care home staff. There is no charge for this service however there is a charge for "laundry labels" which is £10 for 50.

Environment



During your stay in the Intermediate Care Service you will have your own bedroom with and TV and En-suite facilities. Lounge and dining areas are communal. Access to the building is secure and visitors may be issued with the entry door system once you have been admitted.



Outdoors there is a secure, enclosed garden for use by residents and their families/friends.

Visitors

If you go into the Intermediate Care Services, your visitors are welcome at any time but politely ask that you avoid meal times where possible. There are parking spaces available in and around the area of the home.

Refreshments and food

There is an excellent catering team who take pride in the presentation and preparation of your food. Westwood staff will discuss your meal preferences and allergies with you.

On-site Café and Shop



Westwood have a café/shop on the ground floor which can be used by yourself or your family/friends. Charges apply.

Hairdresser

There will be a hairdresser on site and there is a charge for this service set by the hairdresser themselves. Please ask care staff for details on or after your arrival.

Chiropodist

The home have a visiting Chiropodist therefore if you wish to use this service, please inform the care staff that you would like an appointment. There is a charge for this service set by the Chiropodist themselves.

Complaints or Feedback

If you have any concerns or complaints you can contact the Westwood Residential Care Home Manager in the first instance who will pass on any complaints to social care or Notts Healthcare. You are also welcome to contact Patient Advice and Liaison at any time for advice/support on 0800 587 3089

“The Council is committed to protecting your privacy and ensuring all personal information is kept confidential and safe. For more details see our general and service specific privacy notices at: <https://www.nottinghamshire.gov.uk/global-content/privacy>”

Contact information:

Phone: 0300 500 80 80 - Monday to Friday: 8am to 6pm (Calls cost 3p a minute from a BT landline. Mobile costs may vary).

Email: enquiries@nottscc.gov.uk

Website: www.nottinghamshire.gov.uk

Minicom: 01623 434993

Phone 0300 500 80 80 if you need the information in a different language or format.