

We have four Health Interface Service (HIS) teams across Somerset. They are Adult Social Care teams that work alongside other people from a variety of settings such as the hospital, community, voluntary organisations and providers to support people to be discharged at the right time. Older people who stay longer in hospital than necessary are vulnerable to complications such as hospital acquired infections, falls, muscle wastage and a reduction in their independence. HIS works alongside the Somerset Home First discharge model, which is a model of reablement that enables people to return to their own home with reablement support or for a short term stay in a reablement unit prior to returning home.

HIS also work with Rapid Response and provides a social care service in the Emergency Departments in Somerset to try and avoid people going into hospital unnecessarily.

Each team has Social Workers, Adult Social Care Workers, Occupational Therapists and Community Agents. Other support, for example from a District Nurse, Physiotherapist, Carers Support Worker or support from staff skilled in mental health issues, can also be arranged if you need them.

What will happen?

If you are in hospital and it is identified that you would benefit from support upon discharge, someone from HIS or the Home First team will talk with you, and your family, so we can understand your situation.

- For most people, the information and advice they provide is all you need.
- For some people, providing short-term support in your home will, as you recover, help you to do the things again that you were temporarily unable to do.
- For some people a short-stay in a reablement unit or care home may be the best solution, until you are ready to return home, and for some people longer-term care and support may be what you need, whether this is in your home or other kinds of housing.

We will discuss the options with you and then, if you can, leave you to make your own arrangements. Or if you are eligible, we can organise the short-term care and support you need while you recover.

What we will talk about

These are some of the things we will talk about:

- Things you want to do that matter most to you
- The support you need to do things you want to do
- Things you would like to change
- Things you are worried about

What we will do

This will depend on the conversation and will be tailored to you. Here are some of the things that the team could do:

- Provide you with good advice and information
- Develop a care and support plan with you, listing things you want to achieve
- Agree with you how you will achieve these things in manageable stages
- Give advice about, or sometimes provide, equipment if it is needed
- Arrange the things we have agreed to do in your care and support plan
- Work closely with other organisations who are involved with your care

Carer support

If you have someone who helps you, or a friend or neighbour who supports you, it might be helpful to have them with you when we visit, if you wish.

It is important that they know about your care and support plan and how they can best help you. We would also be able to provide your carer with their own assessment, support plan and with some support if they need it.

How long will I be supported in this way?

Home First is a free and time limited service which is only provided for a period based on individual need. The free element of the service will not be provided for longer than six weeks, but the aim is to enable people to their full potential in a much shorter time frame than that.

If you need support for longer than six weeks, or it is agreed that you have on-going needs then these will be taken into account in your Care Act assessment.

If you need longer-term support from Social Care to help you pay for your care and support, you will need to meet the national eligibility criteria and have no more than £23,250 in capital and savings. We will then ask someone from our Financial Assessment and Benefits (FAB) team to arrange to visit you.

They will make sure you are receiving all the benefits you are entitled to so that you have enough money to live on and help you to fill in benefit claim forms, if you would like them to. They will also talk to you about your capital and income and work out what contribution, if any, you will need to make towards any on-going support you need.

Your opportunity to feedback

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, www.somerset.gov.uk, or

- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or
Contact the Adults and Health Customer Experience Officer
Floor B2 East
County Hall
Taunton
TA1 4DY
Email: customerexperience@somerset.gov.uk

This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.