

Planning Your Discharge Home – Pathway 1

In Kensington and Chelsea
and Westminster

Important information about the next steps in your
discharge from hospital and return home.



City of Westminster



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

Working in partnership with



**Central and
North West London**
NHS Foundation Trust



Imperial College Healthcare
NHS Trust



Chelsea and Westminster Hospital
NHS Foundation Trust

We know it can be worrying not knowing how you will cope when you return home.



This leaflet gives you information about the support that is available.

Our colleagues in the community will work with you to provide short-term support following your discharge from hospital. Depending on what support you need this may include help with day-to-day tasks. This will help us determine what you might need, if anything, in the longer term.

What you can expect

Our team in the community is made up of professionals such as carers, therapists and social workers. They will provide your immediate care when you return home and ensure that you have the support you need.

The service can be delivered seven days a week from 8am to 8pm (including public holidays).

You will be supported for at least three days, which is free. During this time we will agree with you what your longer term needs may be, and draw up a care plan which may be chargeable.



How it works

Prior to your discharge from hospital the hospital team will talk with you, your family and any carers you have to understand the support you might need at home. This is a short assessment to identify your immediate needs to enable you to go home.

We will do a further assessment of your needs when you are home and in your familiar environment. To do this, our colleagues in the community will contact you within 24 hours, of you returning home and work with you to discuss your longer term care needs.

Once your care needs have been assessed you will get reablement care or longer term care if you are eligible.

If you require long term care, a Care Act assessment will be completed to determine your needs and eligibility.

If you require longer term care, our community workers will work with you to devise a care plan and discuss the options with you. Longer term care is a chargeable service, but you may be eligible for a contribution to care costs based on a financial assessment.

Care
might be
chargeable




Frequently asked questions

What if I become unwell again whilst at home?

If you begin to feel more unwell at any time it's important you or your family, friends or carers to ask for help as soon as possible.

What if I need to contact the community pathway 1 team when I get home?

Please contact us Monday to Sunday 8am to 8pm by phone on  **0300 033 0333** – ask to speak to the 'pathway 1 community team' and you will be put through to a member of the team.

What if I want to speak to someone about my care?

For Westminster City Council Contact Centre call:

 **020 7641 2500**

For Kensington and Chelsea (duty number) call:

 **020 7361 2031**





If you require immediate attention and feel that it is a life-threatening situation call 999.

Outside of these hours, please contact your Out of Hours GP or 111 (available 24 hours a day, 7 days a week).



Adult social care out of hours

 **020 7641 6000** – Westminster Out of Hours
(and ask for the Emergency Duty Team)


 **020 7361 3013** – Kensington and Chelsea Out of Hours

Tell us, we're listening: We are committed to providing the best possible service to you. Your feedback is an important way of helping us to achieve this.

If you would like to offer any feedback on your care, you can contact us by phone or email.




Adult social care feedback

 **0300 013 4799**

 **feedback.cnwl@nhs.net**

You can feedback to us using the ‘friends and family’ survey that a member of the team will have given you, or via our website at:

 **www.cnwl.nhs.uk/patients-and-carers/your-say/friends-and-family-test**



Adult Social Care team

You can also contact Adult Social Care team on the following for any comments.

 **ASCCustomerEngagement@westminster.gov.uk**

 **ASCCustomerEngagement@rbkc.gov.uk**

