

Extra help at home when you leave hospital



How can I get extra help at home?

Speak to the staff on your ward if you think you will need extra help to manage at home when you leave hospital. They can arrange for an Adult Care, Health and Wellbeing worker to visit you during your stay or soon after you have returned home. They will talk to you about your home circumstances and how you will manage. If necessary, they will arrange a support package for you.

What help is available?

Depending on your level of need, there is a range of services to help you when you return home. Some services are provided by us, and some by other organisations:

- Community nursing.
- Daily living equipment.
- Help with regaining independence.
- Home adaptations.
- Meal preparation or meal delivery.
- Personal care at home.
- Shopping and collecting prescriptions.
- Transport to appointments.

How we can help carers

If you are a carer you can also have an assessment of your needs, regardless of whether the person you look after receives support from us or not. This assessment will look at how your caring responsibilities affect you and what sort of help you may find useful. A personal budget may be available following your assessment. This is for you to purchase your own support.

“ Contacting us

We are available on **0300 1234 131**
Monday to Friday 8.30am to 6pm
or you can email us on
acessteam.referral@cornwall.gov.uk

Help outside normal working hours

For social care **emergencies** which require immediate action, you can call the Emergency Duty Worker on **0300 1234 131**:

- Weekdays 6pm to 8.30am
- -Weekends from 6pm on Friday to 8.30am on Monday
- All public holidays ”

Adult Care, Health and Wellbeing • Factsheet

If you would like this information in another format please contact:

Cornwall Council, County Hall, Treyew Road, Truro TR1 3AY

Tel: 0300 1234 131

Email: achw@cornwall.gov.uk www.cornwall.gov.uk

Other support

To find out about other support in your local area go to the **Cornwall Community Directory: www.cornwall.gov.uk/caredirectory**

If you do not have access to the internet, you can ask your library, one stop shop, or us (Tel: **0300 1234 131**) to look up information for you.

Our other factsheets and leaflets

We have a range of information about adult care and support services. Leaflets and factsheets are available at **www.cornwall.gov.uk/healthandsocialcare** or by contacting us:

- Tel: **0300 1234 131**
- Email: **achw@cornwall.gov.uk**
- -Your nearest **one stop shop** (**www.cornwall.gov.uk/onestopshops**)

“ Have your say!

We welcome your comments, compliments and complaints to help us improve our services.

If you would like to give us feedback, please call us on **01872 322 655**

Email: **achw.feedback@cornwall.gov.uk**

