

Emma Lovatt
Discharge Support Worker



HOUSING WITH CARE AND SUPPORT



CONNECT HOSPITAL SERVICE

what we do

“NCHA Bassetlaw connect” is a free, short term service provided by Nottingham Community Housing Association.

We are a friendly team who provide free advice and support for people over the age of 18, who may be thought to be at risk of deteriorating health and independence when leaving Hospital.



CONNECT HOSPITAL SERVICE

how can we support you?

We offer advice and support via telephone, at hospital or at home visits depending on your circumstances. Support can be given for up to 12 weeks if required.



CONNECT HOSPITAL SERVICE

we offer support around

- Physical and mental health-Keeping active, support to maintain contacts with family and friends, preventing falls, support to manage long term health conditions.
- Finances- Supporting to budget, benefits applications, advice on lasting Powers of Attorney
 - Social interaction- Support to find local activities, club and leisure
- Housing-Support to maintain tenancy , housing applications, support to move house
- Home Safety-Support with aids and adaptations , repairs , gardening
 - Maintaining independence-to improve self confidence



CONNECT HOSPITAL SERVICE who can access the service

We accept people from the Bassetlaw area, those discharged from Bassetlaw Hospital who live outside the area and those from other hospitals who live in Bassetlaw and who feel they may have deteriorating independence or health through age , mobility , health, disability or bereavement.



Unclaimed Benefits

Pension Credit

The estimated number of older people who don't claim pension credit



The estimated number of older people in the UK who fail to claim Pension Credit to which they're entitled



The average amount of Pension Credit unclaimed per person every year

The total amount of Pension Credit unclaimed by older people every year



Housing Benefit

The average amount of unclaimed Housing Benefit by each pensioner every week



The estimated number of pensioners in the UK who fail to claim Housing Benefit every year



The average amount of Housing Benefit unclaimed per pensioner every year

The total amount of Housing Benefit unclaimed by pensioners every year



Council Tax Benefit

The estimated amount of older people who don't claim Council Tax Benefit



The estimated number of older people who fail to claim Council Tax Benefit to which they're entitled



The average amount of Council Tax Benefit unclaimed per pensioner every year

The total amount of Council Tax Benefit unclaimed by pensioners every year



The total amount of unclaimed income-related benefits by pensioners

Unclaimed benefits (all figures from 2009/10)

CONNECT HOSPITAL SERVICE

50 people supported so far

- Benefits check, 19
- Housing, 8
- Attendance Allowance, 26
- Pension Credits, 2
- Soiled Sanitary Boxes, 1
- Care payment schedule, 1
- Personal Independent Payment form, 2
- Housing adaptations, 2
- Meds help, 1
- Cleaning, 3
- Social Isolation, 1
- Disability Living Allowance, 1
- Form filling, 1
- Power of attorney, 1
- Blue Badge, 6
- Food prep, shopping, 1
- Financial funding, 1
- Finances, 3
- Care Provision, 3
- Housing Benefit, 2
- ESA, 2
- Referrals to third party, 2
- Bus Pass, 1
- Council Tax, 1
- Universal Credit, 1



CONNECT HOSPITAL SERVICE community & individual benefit

5 people were discharged and supported to apply for and receive their Attendance Allowance entitlement from the same ward on the same day.

- Benefit to the Community?
 - Hospital Discharged patients supported with the benefit process to maximise results
 - Raised awareness of the Attendance Allowance Benefit
 - Reduced returns to hospital due to care enabled at home
- Benefit to the Individual?
 - Between £55.65 and £83.10 per week towards your care costs
 - That means between £241.15 and £360.10 per month towards your care costs



CONNECT HOSPITAL SERVICE

Case Study One

- **JH 12/06/1937**
- JH was on b5 after a fall and fracturing her hip. Spoke with JH about our service, she lived at home but was renting and could only manage one room. She was due to go to James hince court for Rehab but after further assessments it was decided to send her home.
- JH has had a social care assessment and lives at home in one room, had lengthy discussions with her son RH who helps care for her. He was unsure how to get her a more suitable accommodation and what she was entitled too,
- Completed an Attendance allowance form for JH to get her the extra income, to help pay for someone to help clean for her. Completed an A1 housing application form and a medical form to see if we could get Jean moved into a more suitable accommodation. Supported son RH to bid on properties that would be suitable for Jean.
- Completed a blue badge form, so her son could take her out occasionally and help with taking to medical appointments.
- RH JH son was so grateful for our support and is awaiting an assessment for medical panel to move her up in band A for housing.



CONNECT HOSPITAL SERVICE

Case Study Two

- **WF 13/03/1941**
- WF is a gentleman that was referred by Denise Lambie Social worker for the integrated Discharge Team.
- WF had been struggling in his own home for a year, no means of paying for help. He was admitted to hospital for more of a social reason. East Midlands Ambulance service were concerned of the state of the property and how he is managing.
- WF is having help to apply for Attendance Allowance, working with A1 housing to carry out some of the repairs that need to be done within the property.
- Referred to Royal Voluntary service to see if they can help him with his shopping. We contacted WF Gp to see if they would refer to social Prescribing Service. So they can help WF integrate with people in the community, attend luncheon clubs. To reduce re admission.
- He is also having carers twice a day, to offer him support in his own home and managing better.



CONNECT HOSPITAL SERVICE

How to refer

Anyone can refer to our service including members of the public, ward staff, relatives etc. and we aim to respond within 2 days.

Telephone: 0115 8443541

Text and Mobile: 07889423997 (Emma)

Email: NCHABassetlawConnect@ncha.org.uk

Other Connect services operate in the following areas:

Age UK-Mansfield, Ashfield, Newark and Sherwood

Metropolitan-Broxtowe and Gedling

