



Response and Recovery

Helping you in your own home

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at rduh.pals-northern@nhs.net.

What the service offers

Response and Recovery comprises of support workers who are skilled at providing support and care for people following acute illness, recent hospital discharge and achieving independence with reablement goals within your own home. We have both male and female support workers in our team.

After the first few days, as you improve, our support workers will promote you doing more things for yourself and support you to become independent again.

The service is for patients who need support in their own home environment who would benefit from our short-term service, were your needs and goals will be continually assessed to ensure your needs are met appropriately.

The service is available for patients being discharged from hospital or for patients that are already in their own home environment, who have been identified by the local community teams who require a bit more support and encouragement.

Care visit times

Unless there is a medical need for a specific visit time, care visits take place at the following times:

Morning – Between 7am and 11am

Lunchtime – Between 11:01am and 3pm

Teatime – Between 3:01pm and 6pm

Evening – Between 6:01pm and 10pm

Where service is provided

Care will be in the comfort of your own home.

What we expect from you

It's really important that you work with us to help you achieve the goals that we agree together.

Talk to us and be honest about what matters to you and what you want to achieve. Let us know of any concerns you may have.



How to be referred

Referrals will come to us via a clinician, whether that is someone from an acute hospital setting or community setting like GP, Community Nurses or Therapy.

What happens next

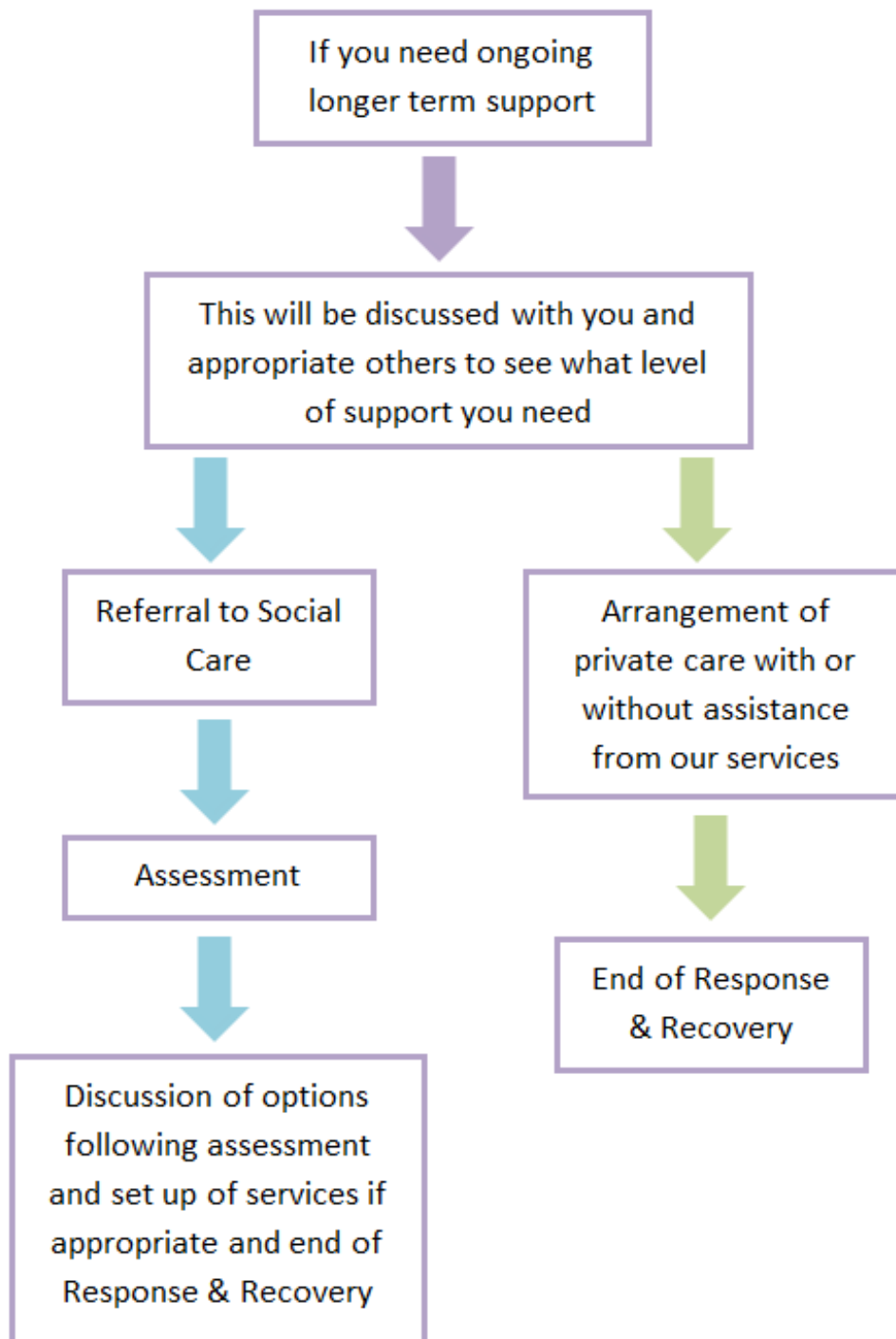
We will work with you to:

- Assess how you manage all aspects of your daily living
- Identify any support or equipment that you may need to enable you to achieve the identified needs
- Discuss with you a plan to enable you to achieve the identified needs
- Work with you to set achievable goals

Receive fully trained support workers to:

- help you with achieving your goals
- help link you to the support, activities, and opportunities available to you in your local community

What if I have long-term needs



Paying for ongoing support

Devon County Council will undertake a Care Act Assessment to determine if you have any ongoing eligible needs. If you do, then DCC will also undertake a financial assessment to determine if you need to contribute to the cost of your care.

Following completion of the Care Act and Financial Assessment, DCC will inform you if you need to contribute to the cost of your care and how much your contribution will be, this will start at the point of the Care Act Assessment being completed.

For further information please visit: <https://www.devon.gov.uk/care-and-health/adults/>

Further information

Response & Recovery
Tel: 01271 337744
Option 1

Care Direct
Tel: 01392 381208
Option 1

Social Care Reablement
Tel: 01392 388094

Diagrams supplied by Devon County Council

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

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