



- ▶ A Birmingham based Charity that supports people who are discharged from hospital and who live in the Birmingham area.
- ▶ We are commissioned by Birmingham City Council (BCC) to deliver a Welcome Home Service.
- ▶ BCC provide 76% of the cost to run the service in its present form.



Home from Hospital Care has a coordinator based in each of the 4 acute hospitals in Birmingham.

- ▶ Queen Elizabeth
- ▶ City
- ▶ Good Hope
- ▶ Heartlands



- ▶ We have more than 70 volunteers who will visit and assist a discharged patient in their place of residence for a couple of hours a week for up to 6 weeks free of charge.



- All volunteers are in receipt of an up to date DBS.
- They require 2 references before being accepted as a Home from Hospital Care Volunteer
- .....and receive a formal induction that includes mandatory training for Safeguarding.



Home from Hospital Care  
Volunteers try to make the  
transfer from hospital to home  
as smooth as possible so that  
patients have the best chance of  
making a good recovery.



This year Home from Hospital Care's Welcome Home Service has received 1143 referrals for people leaving hospital and needing support that they cannot normally access through statutory services.



# Home from Hospital Care Volunteers support and assist adults of all ages by.....

- Visiting them at home
- Collect prescriptions or shopping
- Offer help and guidance to overcome problems





- Assist with appointments if required
- Make a “cup of tea and chat”
- Sit with a person to give their carer a break
- Offer falls prevention advice
- Write letters and assist with correspondence



- Fill in forms
- Give emotional and social support
- Shop or accompany to the supermarket, post office etc..
- And much more, our Volunteers go above and beyond of what is expected of them



Home from Hospital Care also provides a free food parcel to patients who have no means of getting fresh provisions for when they return home. This year we have delivered 434 food parcels.



Home from Hospital Care are also commissioned by BCC to deliver the Enhanced Assessment Bed Project (EAB).



The EAB Project support patients who are medically fit to return home but are unable to do so due to other reasons which could include...

- Adaptions to their home
- Rehousing



- Deep cleans or fumigation
- No heating or lighting
- Furniture removal
- No suitable clothing
- And many other reasons



Home from Hospital Care has two members of staff designated to the EAB Project. They will facilitate whatever is needed so that the patient can return to their place of residence as quickly as possible.



- Whilst a patient is waiting for their needs to be dealt with they are transferred from Hospital Bed to an EAB Unit.
- There are 300 EAB Units located City wide.





Home from Hospital Care works very closely with Social Workers, Medical Professionals and Ward Staff. We are a vital component and are involved with the planning of complex discharges and support the Complex Discharge Teams within Birmingham.



Home from Hospital Care supports the Bed Blocking crisis by being able to provide support to people quickly. Our aim is to start support within 48 hours of discharge or sooner if it is an urgent case.



We have evidence that less than 5% of the people we support are readmitted back into hospital.

Our service is low-level but very valuable.

Volunteers help to enable people to live independently with dignity and within their own home for as long as possible.



Our service and support  
encourages people to regain  
their confidence and  
independence.



For further information on Home from Hospital Care please contact:

- Phone - 0121 472 4499
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- Website - [www.home-from-hospital-care.org.uk](http://www.home-from-hospital-care.org.uk)



And finally, if you or you know someone who would like to become a Home from Hospital Care Volunteer please get in touch. Details on how to apply are on the website or please call. Thank you for listening to me today ..... Any questions?

