

A
Simple
Guide
to
Discharge
Services

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Home Support

Description: Care workers attend an individual's home to assist with getting up, washing, dressing and other personal care.

Who is eligible: Individuals must have eligible needs under Fair Access to Care criteria, and be subject to a Fairer Charging financial assessment.

Charging: Will depend on outcome to Fairer Charging financial assessment. In some situations the client may need to pay the full cost.

Needs it caters for: All. Including in appropriate situations, specialist nursing needs through training of carers.

Process of referral: Home care agencies can be contacted direct for individual's who wish to pay privately. Where support is needed from local authority contact should be made with relevant social work team.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Most home care agencies provide care between the hours of 7:00am until 10:00pm daily

Out of hours contact: S&CS Emergency Duty Team 0800 833408

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager will escalate to appropriate Service Manager as needed.

Respite Care

Description: Short term care in a residential or nursing home, typically for whole weeks but there is also limited availability for shorter respite breaks. Aim is to provide a family carer a break from the caring role.

Who is eligible: The individual must have eligible needs under Fair Access to Care, there must be a carer providing 'regular and substantial care to that individual'. Eligible individuals are allowed up to 6 weeks of respite a year.

Charging: The individual will also be subject to a financial assessment to confirm the amount of contribution required from them towards the cost of the care. In some situations the client may need to pay the full cost. The individual or their representative will need to complete a financial assessment form (supplied by social worker).

Needs it caters for: All. Respite care is available in a range of residential and nursing homes across Oxfordshire.

Process of referral: A social worker needs to assess the individual to confirm eligible needs. Bookings are made through the Respite Booking Service which manages all respite beds. The Respite Booking Service can confirm the availability of respite in homes.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Respite operates 24 hours a day, 365 days per year.

Out of hours contact: S&CS Emergency Duty Team 0800 833408

Who to escalate issues to (for placements with this service):
In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Service Manager for Respite Booking Service is John Morgan, 01865 323428.

Day Centres

Description: Day Centres provide opportunities to socialise, take exercise and have a hot meal. Opportunities for developing new skills and maintaining independence also exist. Activities vary according to the day centre. There are 51 day centres / clubs across Oxfordshire catering for older people. These are run by a variety of different organisations and individuals.

Who is eligible: Any individual with a physical, emotional or mental health need.

Charging: Charges differ according to the day centre, but in general are between £3 and £5 per session.

Needs it caters for: Varies according to day centre. Some day centres can meet specific needs such as bathing, foot care, therapy and hairdressing. Transport may be provided if needed.

Process of referral: Individuals can in some instances refer themselves, for others a referral will be needed by a social worker or Health professional.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Day care is available Monday to Friday, and some open on Saturdays. Many of the smaller rural day centres are open for only 1 or 2 days in the week.

Out of hours contact: S&CS Emergency Duty Team 0800 833408

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Service Manager for Local Authority day centres is Angela Bradford 01865 849911.

Delivered Meals

Description: Ready made meals delivered direct to an individual's home. The meals come frozen and are delivered weekly. A freezer and microwave are provided free of charge and are returnable at the end of the service. Available throughout the county.

Who is eligible: Anyone who is unable to prepare a meal independently.

Charging: £2.40 for a main meal and sweet, £2.10 for main meal only.

Needs it caters for: All, including cultural and specialist dietary needs.

Process of referral: Individuals can contact the provider Flowfood Ltd direct on 0845 606 3924. Alternatively this can be arranged and set up by Social and Community Services.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Meals are delivered Monday to Friday by agreement.

Out of hours contact: S&CS Emergency Duty Team 0800 833408.

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager will escalate to appropriate Service Manager as needed.

Laundry Service

Description: A weekly delivery and collection service. Dirty laundry needs to be bagged up, it will then be collected from an individual's home taken away, washed and returned clean. Does not include ironing service.

Who is eligible: The individual must have eligible needs under Fair Access to Care, and be subject to a Fairer Charging financial assessment.

Charging: Will depend on outcome to Fairer Charging financial assessment.

Needs it caters for: All, includes those items soiled through incontinence (items need to be sluiced first).

Process of referral: Social worker needs to complete an assessment to confirm eligible needs. Fairer Charging assessment will also need to be completed.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Laundry service operates daily, Monday to Friday.

Out of hours contact: S&CS Emergency Duty Team 0800 833408.

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager will escalate to appropriate Service Manager as needed.

First Response

Description: Short based home support service for adults aged 18+, who do not need therapeutic rehabilitation but need support to recuperate and stabilise following health changes. Aim is to facilitate speedy and timely hospital discharges and prevent delays, respond to emergencies in community to enable people to live at home, and to reduce need for on-going long term care

Who is eligible: Individuals who are eligible under Fair Access to Care criteria and who need support at home to recuperate and stabilize following health changes.

Charging: Free for first two weeks only. Individuals will be subject to a Fairer Charging Financial Assessment thereafter.

Needs it caters for: All aspects of personal care including washing, dressing, going to toilet.

Process of referral: Social worker needs to complete an assessment of need and refer to First Response as appropriate

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: First Response operates between the hours of 7:00am until 10:00pm daily

Out of hours contact: S&CS Emergency Duty Team 0800 833408.

Who to escalate issues to (for placements with this service):
In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager for First Response is Denise Crisp, 01865 848144.

Intermediate Care

Description: Short term intensive focussed rehabilitation to get someone back to independence. Designed to facilitate timely discharge from hospital, and to prevent unnecessary admission when an individual is medically stable.

Who is eligible: Individuals over 18 with short term rehabilitation needs that are expected to improve within a short period of time with therapy focused intervention.

Charging: Free for a short period.

Needs it caters for: Short term rehabilitation needs.

Process of referral: A clinician (Occupational Therapist, Physiotherapist or Nurse) completes an assessment and care plan focusing on rehabilitation objectives to be achieved.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- Horton Hospital: 01295 229141
- John Radcliffe – via SPARC: 01865 221208
- Churchill Hospital – via SPARC: 01865 221208
- Nuffield Orthopaedic Centre – via SPARC: 01865 221208

For community hospitals – via hospital based intermediate care team or:

- Intermediate Care Access Desk: 01865 265055

Hours of operation: Clinicians work Monday to Friday 9:00am until 5:00pm. Intermediate Care care workers provide support daily 7:00am - 10:00pm.

Out of hours contact: Service can be accessed via District Nurses and SPARC team through provision of 3 day care plan.

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Service Manager for Intermediate Care is Tine Rees, 01235 549251.

Residential and Nursing Care

Description: Permanent care in a care home where there is support available 24 hours a day. Nursing homes provide access to qualified nursing staff 24 hours a day, to meet the needs of individuals with complex nursing needs.

Who is eligible: An individual must have eligible needs under Fair Access to Care. It also needs to be demonstrated that it is not possible to safely support the individual in their own home.

Charging: The individual will also be subject to a financial assessment to confirm the amount of contribution required from them towards the cost of the care. In some situations the client may need to pay the full cost. Certain homes or rooms may be above Oxfordshire County Council funding limits and a 3rd party top-up may be required. For all individuals going into a nursing home a Funded Nursing Care contribution is available to meet the cost of nursing needs.

Needs it caters for: All. Specialist homes are available for individuals with significant needs in respect of a dementia or mental illness.

Process of referral: Social worker needs to complete an assessment of needs to determine eligibility and appropriate home type. A Care Service Placement Officer will then look to find a suitable home and negotiate on prices.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Care homes operate 24 hours a day, 365 days a year.

Out of hours contact: S&CS Emergency Duty Team 0800 833408.

Who to escalate issues to (for placements with this service):
In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager will escalate to appropriate Service Manager as needed.

Money Management

Description: Management of finances for individuals who are unable to manage their own financial affairs due to incapacity, vulnerability or because of being subject to financial abuse.

Who is eligible: The Money Management Service is a service of last resort. All other options for the financial management of clients need to be explored before a referral is made.

Charging: There is no charge for the Money Management service, other than paying fees such as to Court Of Protection.

Needs it caters for: Individuals without capacity, or who are otherwise vulnerable, or subject to financial abuse.

Process of referral: Social worker completes referral after exhausting all other means of support -relatives, friends, professionals.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Money Management service is available working hours Monday to Friday.

Out of hours contact: S&CS Emergency Duty Team 0800 833408

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager for Money Management service is Tarquin May: 01865 797189.

Telecare

Description: Telecare is the means by which carers can be alerted to the needs of a disabled person living in their own homes. It can be a simple pull cord alarm system as is common in sheltered accommodation or a pendant alarm linked to a response centre to a range of sensors covering high risk areas in the home.

Who is eligible: Anyone. To qualify for financial support from Oxfordshire County Council the recipient must have eligible needs under Fair Access to Care, and be subject to a Fairer Charging financial assessment.

Charging: The equipment itself, installation, maintenance and the monitoring service is free. There is a weekly charge of up to £5 a week for the emergency visiting response service (presently only available in Oxford City and Cherwell District Council Area). This charge is subject to a Fairer Charging Financial Assessment.

Needs it caters for: Telecare provides a wide range of technological solutions to meet a variety of needs, including falls and wandering.

Process of referral: Social worker needs to complete an assessment of need and ensure that Fair Access to Care eligibility criteria is met, and complete a telecare referral form. Health Care professionals can also refer direct to the Telecare team 01865 323734.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Once installed operates 24hours a day.

Out of hours contact: S&CS Emergency Duty Team 0800 833408

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Michelle Laynes is the Telecare Development Manager, 01865 323737.

Adult Placement

Description: The Adult Placement Service aims to provide support for people within ordinary homes. Individuals are matched with an Adult Placement Provider who can offer as much support as needed. Adult Placement Providers are carefully selected and trained by the Adult Placement Service. Adult placement is different from other types of care because the individual is included as part of the family.

Who is eligible: Anyone who has eligible needs under Fair Access to Care.

Charging: Will depend on outcome to Fairer Charging financial assessment.

Needs it caters for: Most, but is unable to be a substitute for those who need 24 hour care in a residential or nursing home.

Process of referral: A social worker needs to complete an assessment of need and ensure Fair Access to Care eligibility criteria is met, a referral will then be made to the Adult Placement service.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: There are around 100 providers in Oxfordshire who can offer short stays, support for a few hours a day, or somewhere to live longer term.

Out of hours contact: S&CS Emergency Duty Team 0800 833408

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager for Adult Placement is Kate Whitworth-Jones: 01235 469525

Direct Payments

Description: A direct payment is where the local authority makes a cash payment to an individual who is eligible for social care support instead of arranging a service on their behalf. Direct Payments enable individuals to have more independence, choice, flexibility and control over the way the services they have been assessed as needing can be provided or arranged.

Who is eligible: In general terms anyone over 16 who has been assessed as having eligible needs under Fair Access to Care.

Charging: There is no charge for providing a direct payment, however the amount given (if any) will depend on outcome to Fairer Charging financial assessment.

Needs it caters for: Direct Payments can be used for any community or social care services an individual has been assessed as needing. These include personal care, transport, respite, day care and equipment. Support is available to assist individuals in managing their direct payment.

Process of referral: Social worker completes an assessment of need according to Fair Access to Care eligibility. An individual will then be offered a choice of a direct payment or care management. Social Worker can refer to A4E – an organisation who supports individuals in managing their direct payment: 01865 374430.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Direct Payments enable individuals to purchase care at specific times that suit.

Out of hours contact: S&CS Emergency Duty Team 0800 833408

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Antony Thorn is the Direct Payments Development Officer: 01865 854422

Special Transport Service

Description: Transport to individuals with eligible needs who wish to attend day centres and care homes (for respite or permanent admission). Drivers and passenger assistants are trained to provide a secure and comfortable environment for passengers.

Who is eligible: Individuals who are unable to use public transport, and have been assessed as having eligible needs by a social worker according to Fair Access to Care criteria.

Charging: Charges do vary according to the journey. Will also depend on outcome to Fairer Charging financial assessment.

Needs it caters for: Vehicles are all accessible either with tail lifts or ramps for passengers who are wheelchair users or who may have other mobility difficulties. Low floor buses are being introduced to the fleet to make access even easier.

Process of referral: In setting up day care, respite or residential/nursing care the social worker will also assess ability of individual to access a service, special transport will be set up by the social worker accordingly.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: The special transport service operates Monday to Friday, but can accommodate some weekend work.

Out of hours contact: S&CS Emergency Duty Team 0800 833408

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager will escalate to appropriate Service Manager as needed.

Relief To Care

Description: The key purpose of the Relief to Care Service is to provide a care assistant to enable informal carers to have a short break from their caring responsibilities. The level of support can range from companionship/basic supervision; assisting with leisure activities through to assisting with personal care. Depending on need/other services received, the carer will usually be allocated a number of hours ranging from a few hours each month to a regular amount per week; in some circumstances a small amount of live-in care can be provided

Who is eligible: Carers who provide substantial care for a person over the age of 18 who has an illness or disability. The cared for person will need to have eligible needs within the Fair Access to Care criteria.

Charging: Will depend on outcome to Fairer Charging financial assessment.

Needs it caters for: All. Including in appropriate situations, specialist nursing needs through training of carers.

Process of referral: All referrals come via social workers following a joint assessment of the needs of the individual and the carer.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: By arrangement the service is available 24 hours a day, 7 days a week.

Out of hours contact: S&CS Emergency Duty Team 0800 833408

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager for Relief to Care is Jo Bakesef-Duncan: 01993 706392.

Shopping Service

Description: For individuals who are unable to undertake their own shopping, orders can be telephoned through to this service. Shopping will be delivered to the individual's home and can put away in cupboards by the driver if needed.

Who is eligible: An individual must have eligible needs within the Fair Access to Care criteria.

Charging: There is a charge of £5.50 per delivery, but no minimum spend.

Needs it caters for: All eligible needs under Fair Access to Care criteria.

Process of referral: All referrals come via social workers following a Fair Access to Care assessment of the need.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Shopping deliveries are made Monday to Friday, working hours.

Out of hours contact: S&CS Emergency Duty Team 0800 833408

Who to escalate issues to (for placements with this service):
In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager will escalate to appropriate Service Manager as needed.

Community Hospitals

Description: Inpatient beds for rehabilitation and end of life care. The aim is to maximize independence whilst recovering from an illness.

Who is eligible: Patients over 18 years no upper age limit.

Charging: No charging NHS beds

Needs it caters for: Patients who are medically stable and have rehabilitation goals which can not be met at home because of:

- High intensity nursing needs
- Night time care needs
- End of life care

Or as step up beds for acute medical management needs not 24 hour but need inpatient care.

Process of referral: From JR, Churchill, NOC referral via **Single Point of Access to Rehabilitation and Care (SPARC)** using Contact assessment. From Horton Referral via SS team to Intermediate care nurse using contact assessment. Both services will assess the patient prior to arranging transfer. Referral from the community is via the Intermediate Care duty Desk. Medical cover must be agreed prior to patients moving to CH. This is either from the patients own GP or local arrangements for medical cover. Some hospitals have gerontology cover 9 – 5 Mon – Fri.

Who to contact:

JR, Churchill and NOC **SPARC** Tel: 01865 851051 Fax 01865 783151

Horton **IC Nurse/SW dept** Tel: 01295 229136 Fax 01865 783152

Community **IC duty desk** Tel: 01865 265057 Fax: 01865783138

Hours of operation: 7 days a week aim to admit between 08.30 and 21.00 hours

Out of hours contact: Contact Unit Managers through Wallingford Hospital 01491 208519

Who to escalate issues to (for placements with this service):
In the first instance contact the ward managers. If further discussion required contact the relevant Unit managers who will then escalate to the service manager as needed.

Continuing Care

Description: A range of services can be both health and social care and can be delivered in peoples homes, in nursing homes, hospices or NHS hospitals. There are various levels of continuing care from medication only visits to complex nursing care that must be delivered in a hospital setting. There is no charge for healthcare tasks.

1. Medication Only Visits: Visits to the persons own home to ensure they are taking their medication correctly.

Who is eligible: Individuals have no other support or assistance going in at the time their medication is due.

Needs it caters for: Individuals who are unable to manage their medication alone.

Process of referral: Professional involved must complete medication only paperwork and set up a dossett box with a local pharmacy. Paperwork is then sent to the continuing care Team and they will arrange for the visits and confirm start date.

Who to Contact: Continuing Care office Vanessa Bishop 01235 205718

Hours of Operation: Mon – Fri 09.00- 17.00

Out of Hours contact: none available

Who to escalate issues to: Jacqui Connelly Service Manager 01235 205787

2. End of life Care

Description: Organising care in an appropriate environment at the end of a persons life.

Who is eligible: Anyone who has been assessed by a doctor to be in the last 12 weeks of life.

Needs Catered for: To enable to person to be cared for in their place of choice as assessed as appropriate

Process of referral: Complete the fast track form for end of life care and send with contact assessment and completed assessment from doctor stating patient is in the last 12 weeks of life to the continuing care office.

Who to contact: Mel Kershaw Tel: 01235 205481 Fax: 01235 205781

Hours of Operation: Mon – Fri 09.00- 17.00

Out of Hours contact: none available

Who to escalate issues to: Jacqui Connelly Service Manager 01235 205787

3. Continuing Care NHS Health Care

Who is eligible: Anyone over 18 with complex, unpredictable and intense healthcare needs.

Needs it caters for: people with complex, unpredictable and intense healthcare needs not necessarily high level nursing care.

Process of referral: Complete Healthcare checklist. If the person scores mainly A and B on the list complete the care domains document and send to the Continuing Care office. These will be screened by a healthcare manager and if agreed they will come a healthcare manager will come to assess the patient within two weeks of referral. Once all the information is gathered the report will be presented to panel after a further 2 weeks and if funding is agreed the person will be placed 2 weeks later.

Who to Contact: Continuing Care Office Maureen Broad Tel: 01235 205718 Fax: 01235 205781

Hours of Operation: Mon – Fri 09.00- 17.00

Out of Hours contact: none available

Who to escalate issues to: Jacqui Connelly Service Manager 01235 205787

Tissue Viability - Equipment

Service: Beds, Mattresses, Cushions and Riser/recliner Chairs

Description: This service is provided to prevent breakdown of pressure areas and where appropriate promote healing.

Who is eligible: Anyone with an assessed need.

Needs it caters for: where needs have been assessed for promoting skin integrity and prevention of breakdown of pressure areas

Process of referral: Suitably trained member of staff completes assessment and referral form for Tissue Viability. This is faxed to Tissue Viability and the team will liaise with the named member of staff to ensure appropriate equipment is provided. For same day delivery the order needs to be received and processed before 3pm.

Who to contact: Tissue Viability Team

Tel: 01235 205786

Fax: 01235 205788

Hours of operation: Monday – Friday, 9am – 4pm

Out of hours contact: Medequip 0208 5732871 (for emergency equipment repair only)

Who to escalate issues to (for placements with this service):

Unit Manager, Long Term Conditions and 2nd Tier Services

Tel: 01865 336 771

Service: Diabetes Nurse Specialist

Description: Specialist Nurse provision in the form of advice, education and support to patients and their families with a Diagnosis of Diabetes in the community. To provide expert advice to other health care professionals as appropriate and act as a resource on all aspects of care and management, especially for more complex needs.

Who is eligible: People over the age of 18 who live in the Bicester and Banbury areas.

Needs it caters for: People with Diabetes in primary care and, the education of health care professionals and significant others involved in the care of people with diabetes.

Process of referral: By either phone call .letter, fax or email followed up with a formal letter

Who to contact: Di Boscott 07786981118
Katie Seal 07748622808

Hours of operation: Monday – Thursday 9am – 4pm

Out of hours contact: N/A

Who to escalate issues to (for placements with this service):
Unit Manager, Long Term Conditions and 2nd Tier Services
Tel: 01865 336 771

Service: Respiratory Nursing Team

Description: The Respiratory nurses deliver a service to people across community and acute settings. Their overall aim is to enable patients to self-manage and optimize management of respiratory disease, predominantly COPD, as appropriate. The service provides an early discharge scheme and where possible will work to keep people with COPD out of hospital when appropriate. If patients with asthma or COPD are admitted to hospital, the team provides support and advice in the acute setting and expedites discharge as timely as possible, identifying who will need community support and liaising with colleagues to commence this support.

The team also supports some patients with chronic asthma in the community but is not able to support young acute asthmatics at home during exacerbations due to safety issues (high risk of death). Patients who are receiving oxygen at home for other reasons e.g. interstitial lung diseases may also be supported by the team at the request of GP's or respiratory consultants.

Who is eligible: All people over the age of 18 who are registered with an Oxfordshire GP.

Needs it caters for: COPD (and other respiratory) patients during acute episodes of their disease, and COPD patients requiring education and support to self manage their disease. Some chronic asthma patients are also included in the service to provide education and treatment optimisation. Oxygen patients are monitored and supported with oxygen use.

Process of referral: Referrals are made by phoning the team on 01865 402710 and the team will then request a summary of the patients history, treatments and investigations to be faxed – this is usually the GP summary from the computer system.

Who to contact: Any team member on the above number or clinical lead Jo Riley on 07789 986791

Hours of operation: Monday – Friday 8.30am – 4 pm

Out of hours contact: N/A

Who to escalate issues to (for placements with this service):

Unit Manager, Long Term Conditions and 2nd Tier Services

Tel: 01865 336 771

Service: Community Matron, Supportive and Palliative Care

Description: A nursing service delivered to people at their home

- supporting people to remain at home longer
- supporting people to die at home, where this is their choice.
- working to prevent hospital admissions
- working to reduce contact with GPs as appropriate
- working to prevent bottlenecks and speed up discharges.
- supporting patients in nursing homes/residential homes

The service works in close partnership and complements the service from acute and community health sectors plus voluntary agencies and social care agencies.

Who is eligible: People who are over 18 and who have complex palliative care needs.

Needs it caters for: This is a pro-active service supporting people to live with their situation and helping them to plan for their future needs.

Process of referral: Contact for a referral form 07920501542 or fax referral to 01491 641169

Who to contact: Liz Clements

Hours of operation: Monday – Friday 9am – 5pm

Out of hours contact: N/A

Who to escalate issues to (for placements with this service):

Unit Manager, Long Term Conditions and 2nd Tier Services
Tel: 01865 336 771

Service: Parkinson's Disease Specialist Nurse

Description: This service aims:

1. To work with people with Parkinson's Disease, and their carers, enabling them to become more independent.
2. To support education of Healthcare Professionals promote effective management of people with Parkinson's Disease

Objective:

1. Provide advice and support to clients (patients and carers)
2. Provide advice (especially re medication) to GPs
3. Provide medication reviews to patients.
4. Provide clients with advanced specialist assessment and problem solving
5. Refer or signpost to other agencies

Who is eligible: People who have a confirmed diagnosis of Parkinson's Disease.

Needs it caters for: Providing support for people to live with Parkinson's Disease

Process of referral: Contact assessment by telephone or by letter.

Who to contact: Jackie Burnham: Parkinson's disease nurse specialist.
Tel: 01295 819112.
Orchard Health Centre, Cope Road, Banbury. Oxon. OX16 2EJ.

Hours of operation: Monday – Friday 9am – 4pm

Out of hours contact: N/A

Who to escalate issues to (for placements with this service):
Unit Manager, Long Term Conditions and 2nd Tier Services
Tel: 01865 336 771

Service: Continence Advisory Service

Description: The Continence Advisory Service provides services to adults and children in an integrated way. The service provides assessment, diagnosis and treatment for clients with complex bladder and bowel problems.

Advice, education and training is provided for all levels of staff across all agencies within Oxfordshire to help them support, treat and manage people with less complex bladder and bowel continence needs within the available resource. This latter client group are the majority of people who have continence needs.

Who is eligible: All adults and children resident within Oxfordshire

Needs it caters for: People with complex bladder and bowel problems

Process of referral: Open referral system for clients, carers' and professionals

Who to contact: continence advisory service office 01993 209434

Hours of operation: Monday – Friday 9am – 4pm

Out of hours contact: N/A

Who to escalate issues to (for placements with this service):

Unit Manager, Long Term Conditions and 2nd Tier Services
Tel: 01865 336 771

Service: Heart Failure Specialist Nurse Team

Description: The Heart Failure Specialist Nurses provide a service to people with a confirmed diagnosis of LVSD Heart Failure. They aim to:

- Provide a consistent and systematic approach to the treatment of chronic heart failure throughout Oxfordshire in conjunction with the NICE guidelines.
- To reduce unplanned admissions to hospital for patients with heart failure.
- To optimise quality of life of patients with heart failure.
- To provide education and support to the patient and carer/s
- To provide education and support and act as a resource for health care professionals

Who is eligible: People with a confirmed diagnosis of LVSD Heart Failure

Needs it caters for:

- Up titration of NICE recommended heart failure medications
- Management of diuretic therapy
- Monitoring of blood chemistry as indicated by patient condition or medication alterations
- Care and psychological support of patient and family in terminal phase of condition
- Education of patient, family and carers in order to reduce decompensation episodes and / or manage them proactively and prevent re - admission (where possible)
- Education and support of other health care professionals associated with this patient or patient group.

Process of referral:

GP, Consultant, ORH NHS Trust Heart Failure nurse, other Health Care Professional caring for the patient as long as the GP is aware.

Referral can be made via phone fax or e-mail to relevant local nurse or team leader.

Referral forms are available on Oxweb if needed.

Service: Oxfordshire Community CFS/ME Team (OCCMET)

Description: OCCMET is a multi-professional specialist service for adults and young people over 14, with Chronic Fatigue Syndrome /ME living in the Oxfordshire Primary Care Trust region and registered with an Oxfordshire GP. This countywide service is provided particularly those who are moderately/severely affected.

Through home visits and/or clinic appointments a therapist works with each patient in order for them to better manage their condition. The team works in partnership with existing services and provides a specialist resource for other professionals.

Who is eligible: People aged over 14 registered with an Oxfordshire GP, with a diagnosis of CFS/ME or in need of clarification of diagnosis.

Needs it caters for:

- The service aims to ensure provision to people who are restricted in access to other services due to being bed bound, housebound or find it difficult to access the central services in Oxford.
- Clarification of diagnosis where this is uncertain.
- Provision of rehabilitation to address problems associated with fatigue, managing reduced energy levels, sleeping disturbance, cognitive problems etc.
- Support to GPs and others managing patients with CFS/ME

Process of referral: GP, paediatrician or other CFS/ME team can refer, using OCCMET referral form, available through the administrator.

Who to contact: For enquiries contact the OCCMET administrator: Tel. 01295 819191. Available on Mondays, Tuesdays and Thursdays 9am -2pm (answer phone at other times)

Hours of operation: Part time. Administrator availability as above.

Therapist available by mobile phone on:

Monday 9-5 Tuesday 9-5 Wednesday 9-5 Thursday 9-1 Friday 9-5 (in term times)

Out of hours contact: N/A

Who to escalate issues to (for placements with this service):

Unit Manager, Long Term Conditions and 2nd Tier Services
Tel: 01865 336 771

www.oxfordshirepct.nhs.uk/local-services/community-services/occmet/

Transitional Beds

Description: Beds in nursing homes that are available on a temporary basis whilst patients are either waiting for vacancy in the home of their choice or availability of suitable accommodation.

Who is eligible: Anyone with an assessed need.

Charging: The individual will also be subject to a financial assessment to confirm the amount of contribution required from them towards the cost of the care. In some situations the client may need to pay the full cost. Certain homes or rooms may be above Oxfordshire County Council funding limits and a 3rd party top-up may be required. For all individuals going into a nursing home a Funded Nursing Care contribution is available to meet the cost of nursing needs.

Needs it caters for: All. Specialist homes are available for individuals with significant needs in respect of a dementia or mental illness.

Process of referral: Social worker needs to complete an assessment of needs to determine eligibility and appropriate home type. A Care Service Placement Officer will then look to find a suitable home with a vacancy and negotiate on prices.

Who to contact: For patients of acute hospitals – contact relevant hospital social work team:

- John Radcliffe: 01865 221211
- Horton Hospital: 01295 229141
- Churchill Hospital: 01865 225960
- Nuffield Orthopaedic Centre: 01865 227633

For community hospitals – contact Access Team to refer an individual.

- Access Team: 0845 050 7666

Hours of operation: Care homes operate 24 hours a day, 365 days a year.

Out of hours contact: S&CS Emergency Duty Team 0800 833408.

Who to escalate issues to (for placements with this service):
In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Unit Manager will escalate to appropriate Service Manager as needed.

Day Hospitals

Description: Part of community hospital providing therapy and nursing interventions on a day patient basis.

Who is eligible: Anyone over 18 with an assessed need.

Charging: There is no charge for day hospital services

Needs catered for: People with therapy or nursing needs that would benefit from this being delivered in a day hospital environment.

Process of referral: Contact assessment sent to SPARC from the acute hospitals. Directly to day hospitals from Community hospitals or community.

Who to contact:

Hours of operation: Various across day hospitals but Mon to Fri 09.30-16.30 hours.

Out of Hours contact: N/A

Who to escalate issues to: Unit Manager for individual hospital

Service: Falls Service

Description: This service forms part of the pathway of care for falls prevention, rehabilitation and good bone health for the older person in Oxfordshire. This service is based in Witney and delivers services in a variety of settings within the community across Oxfordshire which are accessible by the client group.

The Service provides an individual falls assessment from a Specialist Falls Nurse. The service also supports the Balance and Safety programmes which offer rehabilitation and confidence building for people who have fallen for Group education sessions are also supported by this service.

The service works across healthcare sectors and provides education and advice to staff as required.

Who is eligible: Mainly older people over the age of 60 who have fallen or are at risk of falling.

Needs it caters for: Working with people to help the individual decide how they might reduce their risk of falling.

Process of referral: Via intermediate care or by contacting the office on 01993 209556, or via post to Oxfordshire falls service, Bourton House, 18 Thorney Leys Park, Witney, Oxfordshire, OX28 4GJ. We have an open referral system but the person must be over 60 years, have fallen in the last year and be ambulant.

Who to contact: Jayne Treleaven or Lucy Dorling or Keith Paine on: 01993 209556

Hours of operation: Monday – Friday 9am – 5pm

Out of hours contact: N/A

Who to escalate issues to (for placements with this service):
Unit Manager, Long Term Conditions and 2nd Tier Services
Tel: 01865 336 771

Service: HIV Liaison Workers

Description: The aim of the service is to provide practical and emotional health related advice and support to people following a diagnosis of HIV or AIDS to clients in the community in Oxfordshire.

The service in Community Health Oxfordshire provides a small part of the overall service. Each of the agencies working with people who have HIV work together closely to try to provide the most effective and consistent support possible.

The aim of all the services working with people with a diagnosis of HIV is to support people to self-manage and live full and active lives where possible.

Who is eligible: All people with a diagnosis of **HIV**

Needs it caters for: Practical and emotional health related advice. The central function of this team is advocacy and supporting people in living with the diagnosis.

Process of referral: Verbal/face to face/ telephone

Who to contact: **SUE YEADON / CAREY LEWIS 01865 265070**

Hours of operation: Monday – Friday 9am – 4pm

Day Hospitals

Description: Attached to community hospitals in Abingdon, Wallingford and Witney. Providing out patient therapy and nursing care to people with identified rehabilitation needs.

Who is eligible: Anyone with an assessed need.

Charging: NHS provision no charge

Needs catered for: People requiring physio or OT in a hospital setting but not as an in patient. People with long term conditions or rehabilitation needs that can be improved over a short period of rehabilitation.

Process of referral: Via GP or Intermediate care therapist from home or hospital using contact assessment referral directly to the day hospital.

Who to Contact: Day hospital direct with contact assessment.

Hours of operation: Varied depending on hospital.

Out of Hours Contact: N/A

Who to Escalate issues to: Unit manager for individual hospital.

Case Management

Description: Nurses and Social workers who provide individual support for patients with long term conditions to enable them to self manage their disease.

Who is Eligible: Patients with long term conditions identified by the PARR data as requiring extra support.

Needs it caters for: Individual management of complex patients with Long Term Conditions that require extra support to self manage their conditions.

Process of Referral: Referral to the individual team attached to the GP practice by telephone to discuss needs initially.

Who to contact: Dependant on GP practice. Contact surgery initially to get contact information.

Hours of Operation: Monday to Friday 09.00-17.00

Out of Hours Contact: Dependant on team

Macmillan Nurses

Description Nurses who assist people in the palliative stage of their disease to manage their symptoms related to their diagnosis.

Who is eligible Anyone in the palliative stage of their illness with symptoms that require control.

Needs catered for Symptoms such as pain, nausea, constipation, diarrhoea, breathlessness, anxiety etc

Process of referral Contact assessment and telephone call to the palliative care team.

Who to contact Contact the local palliative link nurses at Sobell or Katherine House Hospice. Sobell House 01865
Katherine House Hospice 01295 816473

Hours of Operation Advice is available from the hospice 7 days a week.

Dieticians

Description Assist patients with special dietary needs and advise on management for healthy BMI and diet

Who is eligible Anyone with a MUST score of **2** or more or with specialised dietary requirements

Needs Catered for To maintain a healthy weight and manage specific dietary needs.

Process of referral Complete MUST score and chart as required. Telephone referral for anyone who remains a high risk or has a specific dietary requirement

Who to contact Community Dietician

Hours of Operation Monday to Friday 09.00 – 17.00

Podiatry

Description Footcare

Who is eligible People with Diabetes or circulation problems especially those with ulcerated feet.

Needs Catered for Complex nail care, corn and calluses

Process of referral Complete referral form and send to local clinic

Who to contact Dependant on area

Hours of Operation Dependant on area

Dentistry

Description Urgent Access NHS dental care

Who is eligible People with urgent dental care needs

Needs Catered for emergency extractions, filling and denture repair or replacement

Process of referral Contact local clinic

Who to contact Dependant on area

Hours of Operation Dependant on clinic

Occupational therapy – Equipment for Long term need

Description OT assessed and provision of equipment for long term use

Who is eligible Anyone with assessed need

Needs Catered for Outside ramps, door widening, shower/bath adaptations, ceiling hoists etc

Process of referral Contact assessment through Access team

Who to contact Access team Tel: 08450507666 Fax: 01865 854443/783111

Hours of Operation Mon – Fri 08.30 – 18.00
Out of Hours emergency cover contact 0800 837408

Other Care Agencies

Description : Private care agencies that provide social care to people in their own homes either through social services or privately.

Who is eligible : Anyone over 65 with an assessed need

Needs Catered for : Any social care provision including washing, dressing, heating frozen meals, snacks and drinks, washing up, making beds etc

Process of referral : Contact assessment to social services for assessment and setting up care. For privately funded patients contact agency directly

Who to contact: Social services dept adult assessment team initially.

Hours of Operation: Monday to Friday 09.00 to 17.00 for assessment

Home From Hospital – Red Cross

Description: Voluntary service to support people to get home from hospital and have no one to help them.

Who is eligible: Anyone over 18

Needs Catered for: Will assist with shopping, putting the heating on prior to discharge, collecting prescriptions, visiting on discharge etc

Process of referral: Telephone referral to Red Cross based in the acute hospitals.

Who to contact: 01865 760555

Hours of Operation: Mon to Fri 09.00 – 17.00

Age Concern Advocacy Service

Description: A service to assist people who are making a major decision involving their health or change of environment from home to a nursing home are self funding and have no friend or relative to help them with this process.

Who is eligible: Anyone over 65 who will be self funding and has no other advocate.

Needs Catered for: Providing independent information and representing the patients views regarding their care.

Process of referral: Telephone the Age concern office locally or through social services.

Who to contact: Tel: 07920 234625 Fax: 01235 849400/ 449

Hours of Operation: Mon to Fri 09.00 – 17.00

Age Concern Befriending Service and Phone link service

Description: Providing a support by visiting or telephoning the patient for practical and emotional support.

Who is eligible: Over 60 years who are isolated and have little or no contact with others.

Needs Catered for: Emotional and practical support for the isolated, sick or disabled or those with non acute mental health needs.

Process of referral: Open referral from health social care or families and friends. No formal referral form.

Who to contact: Project leader on 01235 849400

Hours of Operation: Mon to Fri 09.00 – 17.00

Age Concern Sole Mates

Description: Footcare service for older people by trained volunteers.

Who is eligible: Anyone over 60 who is unable to manage their own basic footcare.

Cost: £2.50 for each visit plus £10 approx cost of clippers.

Needs Catered for: Bathe and refresh feet, trim toe nails and massage feet.

Process of referral: Complete form with name, address and contact details or telephone 01235 849400

Who to contact: Age Concern 01235 849400

Hours of Operation: Mon to Fri 09.00 – 17.00

Intermediate Care Beds

Description: Short term therapy beds for people who have rehabilitation needs which are based in nursing homes in the county

Who is eligible: People with an Oxfordshire GP who live in Oxfordshire or pay council tax to Oxfordshire county council.

Needs Catered for: People with rehabilitation needs that can not be managed at home because of mobility or night time needs.

Process of referral: Contact assessment to the intermediate care duty desk. This is done via SPARC in the JR and Social services in the Horton. Intermediate care will assess and liaise with the home.

Who to contact: From the JR SPARC via 01865 221208
Horton 01295 119141

From the Community Hospitals or Community via intermediate care access desk 01865 265055

Hours of Operation: Intermediate clinicians work Mon – Fri 09.00 - 17.00

Out of Hours contact: Via duty clinician in SPARC.

Who to escalate issues to (for placements with this service):

In the first instance contact the relevant Unit Manager of the team currently holding that individual case. Service Manager for Intermediate Care is Tine Rees, 01235 549251

Carers Forum

Description

Who is eligible

Needs Catered for

Process of referral

Who to contact

Hours of Operation

Carers Centres

Description: Support for carers with activities, groups and information.

Who is eligible: Anyone who cares for another person with health and social care need.

Needs Catered for: Support, information, excursions, meetings etc

Process of referral: Anyone can refer to a carers centre.

Who to contact: Your Local Carers Centre : Didcot 01235 510212
Banbury 01295 264545
Oxford 01865 242569

Hours of Operation: Mon to Fri 09.00 – 17.00 answerphone at all other times

Independent Mental Health Advocacy Service (IMCAS)

Description Advocacy service for people who do not have capacity to make their own decisions.

Who is eligible Anyone 16 years or over facing decisions about medical treatment or change of accommodation.

Needs Catered for Advocate for people who do not have anyone other than paid workers who is willing to make a decision on the persons behalf

Process of referral Contact service to discuss by phone initially

Who to contact Tel 01865 767462 Fax 01865 767462

Hours of Operation Mon – Fri 09.00-17.00