



THE THREE SHIRES MEDICAL PRACTICE

Coleme, Marshfield, Pucklechurch and Wick Surgeries

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Following a Hospital Discharge

When you are discharged from hospital it is important you have support in place if needed. This is so you can avoid further admissions. This leaflet gives information about services that can help you.

Discharged with Support

You may have been discharged with support in place either from community services, your local council or family/friends. This means this leaflet may not feel relevant to you.

Discharged with no Support

If you are struggling at home after discharge, there are services that can help.

Welcome Home by Age UK / Southern Brooks

For residents in South Gloucestershire. Helps settle you back at home. Connects you with other services you may need.

<https://southernbrooks.org.uk/welcome-home/>

Red Cross

Can support with transport and shopping. Helps you rebuild confidence. Up to 12 weeks support.

<https://www.redcross.org.uk/get-help/find-home-care-services-near-you>

HealthandCareSouthciAdmin@redcross.org.uk

South Gloucestershire - 01235 552 665

Age UK

They give advice for over 50s. This includes benefit checks and support if you feel lonely. They can also offer help finding local services to support living at home.

South Gloucestershire – 01454 411707

Wiltshire – 0808 196 2424

Care Coordinator at Three Shires Medical Practice

Care coordinators work to find and support patients in need of help. This includes if you have long term health problems, frailty or care for someone. They give advice and connect you with health and care services, including any in this leaflet.

01179 371002

Care Needs Assessment by your local council

A care needs assessment works out what help or support you need with your care, and how you might get it.

South Gloucestershire – 01454 868007

Wiltshire – 0300 456 0111

Social Prescriber

Social prescribing is talking to someone who is not a doctor or a nurse about problems that are affecting your daily life. Problems that may be affecting your daily life could be money, housing and loneliness. A social prescriber is a person who listens to what is important to you. They can put you in contact with the right support. This can be different groups or services. It is free.

Refer via: <https://southernbrooks.org.uk/social-prescribing/>
0117 403 4238

Carer support

A carer supports someone who would not manage without their help. If you are a carer there are support services that can help. You can call them on the numbers below.

Carer Support South Gloucestershire – 0117 965 2200
Carers Together Wiltshire – 01380 710300

Citizen Advice

They give advice to help people solve problems. For example, if you're struggling with money, have issues with a company, or need help with benefits. Anyone can use Citizen Advice, and it is free.

South Gloucestershire – 0808 278 7947
Wiltshire – 0808 278 7995

Care Quality Commission

The independent regulator of health and social care in England. On their website you can find local care companies.

<https://www.cqc.org.uk/>
03000 61 61 61

The Silver Line

We need connection whatever our age – especially if we live alone or further away from family. Age UK's Silver Line Helpline gives anyone aged 55 or over the opportunity to exchange a friendly word, access support, or enjoy a long enriching conversation. They are open 24 hours a day, 7 days per week.

0800 470 80 90

Patient Advice and Liaison Service (PALS)

Helps people in hospitals by giving advice, answering questions, and sorting out problems or worries. You can contact them if you have any worries regarding your discharge.

Royal United Hospital Bath – 01225 825656
Southmead Hospital – 01174 414569

Finally

We hope you have found this information helpful. Please ask us about anything you don't understand.