

A photograph showing a female nurse in a blue uniform assisting an elderly woman with a walker. The nurse is smiling and holding the walker's handle. The woman is also smiling and looking down at the walker. They are standing in a doorway or hallway. The background is a plain wall with a door handle.

**Healthcare
with you in mind**

Sova Healthcare Hospital to Home Care Service

The Sova Healthcare Hospital To Home Care Service

If you are ready to be discharged from hospital after an injury or illness but still need some support back in your own home, Sova Healthcare provides a Hospital To Home Support Plan. Whatever your age or condition, whether you need round-the-clock personal care or you just need to re-build your confidence while you recover, our friendly and highly experienced team of staff are ready to help you get your life back on track.

At Sova Healthcare we pride ourselves in providing excellent support for you in the comfort of your own home. We understand that following a hospital stay you are likely to be feeling unsure or nervous about what the next steps entail. Some of our clients following an accident, who have never received support before, are unfamiliar and often worried at the prospect of being cared for by a stranger. We ensure that we provide our service in the most compassionate and sensitive manner; that the transition from hospital back to your home is a smooth and comfortable one; that we discuss and talk you through every step of the way, considering you in every aspect. Your happiness and wellbeing is of paramount importance to us and we will always put you first.

Our Care Process

At Sova Healthcare we know that everybody is different and has different needs. This is why our services are always flexible, your Support Plan will be entirely built around you and your personal requirements and circumstances, and we do our best to fit in with your normal routine and lifestyle. If you choose us as your care provider one of our team of staff will come to visit you in hospital before you get discharged and assess your needs with you and your family. Together we will organise and arrange your Support Plan so that it is convenient and beneficial to you. We are here to answer any questions or queries you may have and ensure that you are entirely comfortable with the Support Plan we arrange with you. If at any time you wish to alter your Support Plan or increase your care requirements, this can also be arranged.

Here is an overview of the services we can offer you as part of our Hospital To Home Care:

Transition

Coming home from hospital, especially after an extensive stay, can be daunting, and you may be dreading the disruption and being uprooted from the safe environment you've got used to. However, your carer will be with you every step of the way. Before the day of your departure you will have already been acquainted to your personal carer who will have visited you regularly in hospital. They will then come to pick you up on the day you are discharged and take you back to your home. Your carer will be there for you as often as you need, from just a few hours a day, to full 24-hour care, helping you to re-adjust back to your old routine.

Your recovery and re-adjustment

After being away from home for a considerable length of time, you may feel a bit out of touch with the way you used to do things. Our carers can help build your confidence up again and help you re-learn any basic everyday skills you may have forgotten such as routine or domestic tasks. Whilst you are still in the physical recovery stages, your carer will be able to do these tasks for you or with you until you are able to do them independently again. Some tasks may have been abandoned since you left for hospital and the thought of having to deal with them all at once can seem overwhelming. Your carer can assist you with any unopened post, emails and correspondence that need picking up again. It is important that you have a stress-free and relaxed first few weeks as you return home and your carer will be there to deal with anything that could cause you worry.

Building up your confidence is very important but it will

take time. Our staff are all extremely caring and patient and will guide you through your recuperation process at your own level whilst encouraging your independence along the way.

Personal care

Following a hospital stay, you may require some personal care in your Support Plan. This could include help with bathing, dressing, bedroom mobility, medical administration, eating and mealtimes, companionship, and continence care. Our staff are highly trained in this type of support and will always maintain your dignity during the more personal requirements you may have. For more information about the personal support we provide, please see our Personal Care brochure or look on our website.

Re-ablement Care

To help you recuperate after your illness or accident, our Hospital To Home Support Plan includes re-ablement support. For usually around a six-week period we will work alongside doctors, district nurses, physiotherapists, occupational therapists and other healthcare professionals to provide you with the specific care you need in order to recover. This service often means that patients are able to leave hospital earlier and return to the comfort and familiar setting of their own home. It has also been proven that after re-ablement clients are less likely to need home care in the long term. We know that every individual will have his or her own particular needs so each case will be different. Together with these medical professionals and yourself we will assess your personal situation and include any extra support you may require into your Support Plan.



Frequently Asked Questions



When can my palliative care service begin?

As soon as you want it to. When you first contact us we will arrange for a member of the team to come and visit you and discuss and assess your individual situation and needs. We will produce your personalised Support Plan which will then be confirmed with you and your family. It will be tailored to suit you and your lifestyle, preferences and abilities, so we need to ensure that you are completely happy with the plan. From then on we can begin providing you with the services in your plan.

What if my circumstances change?

As your recuperation process progresses you are likely to need less and less care. Also sometimes we find that after producing the Support Plan and going to practice, people's needs are slightly more or less complex than originally thought. Your Support Plan will be modified and updated along the way, ensuring that it is always providing you with exactly what you need.

Do you provide Hospital To Home care for children?

We can provide care for children and young adults of any age. Whether your child requires complex physical support, or just someone to visit them a couple of hours once a week, we can cover this for you, providing your child with the very best support. We will always take a child's wishes into consideration, as well as their parents', in order to offer them the right Support Plan. All the services we provide for Hospital To Home care are available for children and we have carers specifically experienced and trained to provide care for children and young adults. Please do not hesitate to contact us with any questions.

How much does it cost?

To receive a quote on what your Support Plan would cost, please contact the Sova Healthcare Team. You may be entitled to funding from social services. To find out if you are you can contact your local authority. Alternatively, you can contact us for more information and we can discuss your financial options with you, as well as directing you to funding organisations.

Quality Assurance

We guarantee that all of our staff have the necessary training, experience and qualifications needed in order to do their jobs professionally and effectively. During our recruitment procedure we certify that they are compliant with the Care Quality Commission (CQC) and the Disclosed Barring Service (DBS). We undertake rigorous measures to ensure that they are constantly working to the highest of standards with regular observations, spot checks and reviews. Many of our staff undergo further training with us in order to continually advance their skills and improve themselves professionally. Please see our website for more information regarding our training and recruitment procedure.



www.sovahealthcare.co.uk

Call our team today 0800 688 8866