

Talk Community Home Safe Service

This service is a 'meet and greet' home from hospital service for people who are being discharged from hospital with no package of care in place (Pathway 0).

To access this service the Talk Community Home Safe Information Form must be fully completed and sent to the relevant volunteer contact by the Home Safe Discharge Coordinator.

A volunteer will be assigned to meet a person at their home when they arrive home from hospital. The volunteer will deliver a box of basic provisions, if necessary.

On meeting the person at home the volunteer will;

- make sure that the person is settled and safe.
- check if the individual has been issued with new medication they know what and where it is.
- make any phone calls to family members, ensure person has access to phone.
- provide signposting information as needed, such as;
 - Talk community phone line
 - Age UK phone line
 - GP's network
 - WISH website

The volunteer will also check that the person has everything that they need immediately..

The volunteer will make a second visit to the person the following day, checking that the person is safe and OK and signposting them to local community based support for any continuing needs they may have. This will include but not be focused on the Talk Community co-ordination centre.

A further checking in contact will be offered by means of a telephone call on day 3 or 4, if required.

The Talk Community Home Safe service offers short term support to ensure people are safe, having been discharged from hospital. **It does not provide** continuing support or help with shopping, medication or personal care.