

Home from hospital volunteer service

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at ndht.pals@nhs.net.

What the service offers

Would you benefit from support from a volunteer after discharge from hospital?

The home from hospital volunteer service offers support visits and/or telephone calls from a volunteer if you have no local support networks to help you settle at home after your discharge home from hospital.

The aim of the volunteer support is to ensure that you feel settled and safe at home and to check that you have essentials such as food or any prescribed medication.

In addition, the volunteer can talk to you about connecting you to ongoing voluntary support and/or activities such as groups and clubs which may be available within your local community.

The service can signpost you to local services for the healthy home checks which could include energy efficiency reviews, fire safety checks and support with applying for benefits and grants.

Where service is provided

A volunteer can telephone you or arrange to visit you at your home after you leave hospital.

How to be referred

If you feel that you would benefit from this service, please speak to a member of hospital staff and ask to be referred to the home from hospital service via the community volunteer coordinator.

What will happen after referral

The community volunteer coordinator will telephone you to arrange for a volunteer to telephone you or visit you at home after your discharge from hospital.

Further information

Northern Devon Healthcare NHS Trust in collaboration with One Northern Devon are playing a key role working in partnership with One Communities and the voluntary sector to make sure patients have support where needed after being discharged home from hospital.

<https://onenortherndevon.co.uk/person/home-from-hospital-project/>

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

Northern Devon Healthcare NHS Trust
Raleigh Park, Barnstaple
Devon EX31 4JB
Tel. 01271 322577
www.northdevonhealth.nhs.uk

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Tel: 01271 313970 / email: ndht.contactus@nhs.net