

# HOME FROM HOSPITAL NHS SURGE SUPPORT

A GUIDE FOR REFERRERS





# HOME FROM HOSPITAL (NHS SURGE SUPPORT)

Royal Voluntary Service are supporting the NHS to address the challenges faced when patients are ready to be discharged from hospital.

The support available is low level, volunteer-based interventions for Pathway 0 clients, from the point of discharge.

## *Our Home from Hospital (NHS Surge Support) staff and volunteers will:*

- Drive patients' home from hospital following an admission
- Support patients to settle back into their home after a hospital admission
- Support patients with shopping, prescriptions, and/or medical equipment
- Undertake "Safe and Well" checks in person
- Undertake "Check in and Chat" telephone calls
- Help to build confidence and set recovery goals
- Drive patients to follow-on medical appointments
- Provide company and reassurance to those adjusting to being back at home
- Provide comfort and support to vulnerable people who live on their own / with no support / or are a carer
- Provide nutrition guidance
- Signpost and refer patients to local partner organisations for ongoing community-based activities or support

### **Support packages:**

#### **Assisted Discharge Up to 72-hours support:**

- Discharge support: collecting patients from ward / discharge lounge and providing them with volunteer transport home, ensuring they are settled, safe, warm and have food and medication.
- Onward assessment of needs and actively signposting to other local providers.

#### **Community Wrap Around Support Up to 4 weeks support:**

- Ongoing community-based support for patients once they have returned home.
- Onward assessment of needs and actively planning support and recovery goals.
- Regular check ins in person and via telephone for up to 4 weeks



# WHO CAN I REFER INTO THE PROGRAMME?

**An individual requiring support from the Home from Hospital (NHS Surge Support) team must give consent to their referral and meet the following Pathway 0 criteria:**

- Aged 18 years old or over
- Live alone or with no support /or are a carer
- Able to self-mobilise – can get in and out of car without help
- Has access to their home or place of residence, suitable clothing and footwear
- Has low dependency / do not have medical needs that require hospital admission
- Has NO or an EXISTING at-home health or social care package in place only
- If an individual is alcohol or drug dependent, we are able to support if;
  - The individual is accessing support for their dependency
  - The individual is compliant with their treatment
  - The individual does not pose a risk of harm to themselves or others
  - The individual does not have a history of violence towards health professionals.

- Has low level cognitive vulnerabilities. If you are unsure whether a patient/client sits within a 'high needs' category, consider the following:
  - Is the individual able to carry out certain basic tasks such as shopping?
  - Would the individual recognise inappropriate behaviour of a volunteer?
  - Would a volunteer be able to chat with the individual without any background in cognitive impairment?
- Is COVID-19 negative for any transport requirements
- We CAN support COVID-19 Positive patients for non-face to face support such as Check in and Chat (supportive telephone calls) and Shop and Drop, including prescriptions (delivered to doorstep in a COVID-19 secure manner)





# HOW DO I REFER INTO THE PROGRAMME?

Our local Home from Hospital (NHS Surge Support) team are on hand to receive your referral. They will ask questions to confirm whether you and the individual you are referring meet the eligibility criteria. Please have the following information to hand to raise a referral.

1. Name of referring hospital / unit ward/organisation

2. Do you have the patients consent to raise the referral?

3. What support do you require? (72 hours or 4 week support)

4. Does the individual meet the eligibility criteria for the programme? (Highlighted above in this document)?

5. Personal contact details for the individual

a. Name

b. Address

c. Phone number

d. Date of Birth

e. Next of kin / emergency contact

f. Any other information we should be aware of; access issues, key safe codes, mobility issues etc.

At times we may need to decline a referral if the information provided does not meet the eligibility criteria for the programme.

**Home from Hospital (NHS Surge Support)  
Open Monday to Friday 9am-5pm**

(Please note, we typically aim to make first contact with a patient within 1 hour of your referral being received – subject to being received within Monday to Friday 9am-5pm. We will arrange to support a patient and organize suitable volunteer support as soon as possible after this initial contact is made).



**Home from Hospital  
(NHS Surge Support)**

**Telephone**

**Email**

# REFERRERS FAQS

## ***Can individual self-refer into the programme?***

We require referrals from an approved Healthcare Trust / healthcare professional.

## ***Can I make several referrals?***

Our referral team will be able to take multiple referrals from you at once, if contacted over the phone. Please ensure you have all the information outlined above for all the patients requiring support, before calling the referral team.

## ***Do I need to inform an individual that they have been referred?***

Yes, we need you to gain the consent of the patient before making the referral. The volunteer will provide the individual with a Patient Welcome Letter, to confirm how we can support - please see a copy of this letter at the end of this document.

## ***How are individuals matched with volunteers?***

Once the referral has been accepted it will be assessed by our local Home from Hospital team who will match the request for support with a volunteer.

## ***What safety checks are carried out? Are all volunteers DBS checked?***

All volunteers have been cleared following an Enhanced DBS with Adult Barred List check - and have been through a structured training programme.

## ***How do you safeguard patients?***

The safeguarding of clients and volunteers is paramount. Royal Voluntary Service have a robust safeguarding framework to support the Home from Hospital (NHS Surge Support) programme.

This includes:

- A trained Safeguarding Team working 9am to 5pm, 7 days a week picking up concerns from volunteers and patients.
- A Patient Welcome letter detailing what patients can expect from a volunteer and what to do if their volunteer experience falls below this expectation.
- All volunteers have a Royal Voluntary Service Identification Card and will carry this on them at all times
- A volunteer agreement which details expected behaviours of volunteers.



# PATIENT WELCOME LETTER

Below is a copy of the Patient Welcome Letter which is provided to all patients supported by the Home from Hospital (NHS Surge Support) team.

## HOME FROM HOSPITAL (NHS SURGE SUPPORT)

**Welcome to Home from Hospital (NHS Surge Support) delivered by Royal Voluntary Service. You have recently been referred into this scheme so you can access volunteer support post your hospital admission. The request has been made by a healthcare professional within the hospital.**

This service is arranged for you by the NHS and is being delivered by Royal Voluntary Service. You have been referred for one or more of the following types of support:

- Support to take you home from hospital and settle you back at home.
- A volunteer to support you in your home after your hospital admission for up to 4 weeks – providing check in visits and calls, support to access shopping, prescriptions, and appointments to help you to build your confidence and reach your recovery goals.

**This is not an emergency service. If at any time you need urgent support, please get in touch with your healthcare professional or call 111 or 999.**

All of our Home from Hospital volunteers have completed a thorough induction process, including an Enhanced DBS check and training to be able to safely support you as a patient. All of our volunteers have been given clear instructions on how to support you safely.

### **In supporting you, our volunteers must:**

- Call you on the telephone before they undertake their duties. *Volunteers are ALWAYS asked to withhold their telephone number so the call may come through from an unidentified number.*
- Tell you their name
- Show their registered Royal Voluntary Service identification card if they are visiting you in person.
- They should keep a safe distance from you in line with Covid-19 regulations and wear appropriate PPE whilst with you.
- Not share their personal contact details with you.
- Respect your personal data and confidentiality.

### **You must never:**

- Share your debit cards, credit cards or pin codes with your volunteer.
- Give away personal financial information.

- Ask the volunteer to maintain contact with you or ask for their phone number. (This enables us to uphold safety precautions agreed with healthcare professionals and ensures that our insurance cover is valid).

Our volunteers are giving their time to support others and are doing so for no reward. However, if the volunteer support you were expecting does not arrive, or if your volunteer behaves in a way you consider inappropriate, you should call us to let us know.

If you have any questions or concerns, please contact our local Home from Hospital (NHS Surge Support) Team:

### **Service Manager Name:**

### **Contact Number:**

**If you have any safeguarding or wellbeing concerns outside of our normal weekly working hours - (ie: Weekends/Evenings until 6pm), please contact:**

**Safeguarding & Wellbeing Team: 0808 1000 119**

Thank you for reading this guidance.

We hope that the volunteer support you receive makes a positive difference during this difficult time.

You may also like to look at Royal Voluntary Service advice and activities online while you are staying at home, you can find these at [royalvoluntaryservice.org.uk](http://royalvoluntaryservice.org.uk).

With very best wishes

**Home from Hospital (NHS Surge Support) Team  
Royal Voluntary Service**

Please note: Providing you with volunteer support will involve us using your personal data, although we will keep this to a minimum. We will always ensure that your personal data is safe and we will not use it for any other purpose. You can find more information about our use of your personal data in our online privacy notice available on our website [royalvoluntaryservice.org.uk](http://royalvoluntaryservice.org.uk)

Alternatively, if you would like a copy of our privacy notice sent to you in the post, please telephone us to let us know.

**OUR VOLUNTEERS PROVIDE  
PRACTICAL SUPPORT AND VITAL  
COMPANIONSHIP TO HELP PEOPLE  
GET THE BEST OUT OF LIFE.**

Catherine Johnstone CBE | Chief Executive

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**[royalvoluntaryservice.org.uk](https://royalvoluntaryservice.org.uk)**

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