



Information for people in hospital

There are Dorset County Council Adult and Community Services social work teams in the following hospitals:

- Dorset County Hospital NHS Foundation Trust
- Christchurch Hospital NHS Foundation Trust
- Poole Hospital NHS Foundation Trust
- Royal Bournemouth Hospital NHS Foundation Trust

If you or your family are likely to have difficulty coping while you are in hospital or when you go home from hospital, they may be able to help.

They can give information about help and support available from a variety of organisations.

You or your carers may also be eligible for an Adult and Community Services assessment that will help us to find out whether your level of need qualifies for a service, and at what level of priority.

Who is eligible for help?

We have a duty to assess anyone who is eligible for community care services, but we have to work within the resources available to us each year. This means we are not able to offer services to everyone who contacts us. To make sure that services are provided fairly and used to support the people in the greatest need, we use guidelines which we call 'Eligibility Criteria'. We assess people's needs individually to find out if their level of need qualifies for a service and, if so, at what level of priority. (We have a factsheet 'Fair access to care services' which explains this further).

While you're in hospital

There may be someone at home who can't manage alone while you are in hospital and needs support for a short time.



Managing when you get home

You may need regular personal help to wash, get dressed, go to the toilet or help with other essential tasks when you return home.

Coping on your own at home

You may need advice and practical help if you or your family are worried about being able to cope when you go home.

If you think Adult and Community Services may be able to help, ask one of the ward staff to put you in touch with a member of the hospital social work team, or you or your family or friends can contact them directly.

What happens then?

A member of the hospital social work team will arrange to meet you on the ward, together with friends or family if you wish, to discuss the help and support you may need. At the Dorset County and Royal Bournemouth Hospitals this initial contact will be made by a member of our partner organisation Help & Care.

What help can I get?

If you meet Dorset's eligibility criteria for care we will work with you to arrange help and draw up a care plan for your discharge.

The care plan is a description of what help you need and who is going to provide it. Your family, friends or neighbours may be able to help you with some things or at some times. Other help can be provided by home care or day care services or by other organisations.

Everyone's circumstances vary and there are many ways of meeting individual needs. You may not meet our criteria or you may not want or need a formal assessment. If this is the case the team can provide information and advice about a range of services and local organisations that may be able to help you directly.

What will it cost?

We charge for the services we provide such as home care and transport to day care. You will be expected to make a contribution to the cost of services depending on your individual financial circumstances. A financial assessment will be carried out to ensure that our charges meet the Department for Work and



Pensions guidelines. There is a flat rate charge for meals on wheels.

A member of the team will be happy to explain our charging policy in more detail. Adult and Community Services doesn't pay welfare benefits, that's done by the Department for Work and Pensions. However, we can make a referral to them so that they can carry out a benefits check.

And if I want to change my care arrangements once I am home?

After your discharge from hospital your details will be passed to a social work team at the local social care office nearest your home. They would expect to carry out a review of your care arrangements within six weeks. However, if you experience any difficulties or if your situation improves before the review you can contact them (details can be found at the end of this factsheet).

Personalisation

Adult and Community Services are introducing a host of changes in the way we support people. We aim to put the customer first and maximise the choice and control people have over the services they receive. We will be working closely with the people who use our care services, their carers and our partners to make sure we get things right and make a real difference to people's lives.

Compliments and complaints

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 224322.



Diversity statement

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.

All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at www.dorsetforyou.com

Hospital social work teams:

Social Work Department

Dorset County Hospital NHS Foundation Trust

Casterbridge Unit, Williams Avenue, Dorchester DT1 2JY

Tel: 01305 251150

Email: dchsocialcare@dorsetcc.gov.uk

Social Work Department

Christchurch Hospital NHS Foundation Trust

Fairmile Road, Christchurch BH23 2JX

Tel: 01202 705269

Email: christchurchhospitalsocialcare@dorsetcc.gov.uk

Social Work Department

Poole General Hospital NHS Foundation Trust

Cornelia House, Longfleet Road, Poole BH15 2JB

Tel: 01202 442522

Email: poolehospitalsocialcare@dorsetcc.gov.uk



Social Work Department
Royal Bournemouth Hospital NHS Foundation Trust
Castle Lane East, Bournemouth BH7 7DW
Tel: 01202 704855
Email: bournemouthhospitalsocialcare@dorsetcc.gov.uk

Social care local offices:

Bridport

St Andrews Road, Bridport, Dorset DT6 3BJ
Tel: 01308 422234
Fax: 01308 426044
Email: bridportsocialcare@dorsetcc.gov.uk

Christchurch

Loring Road (off Jumpers Road), Christchurch, Dorset BH23 2GZ
Tel: 01202 474106
Fax: 01202 478081
Email: christchurchsocialcare@dorsetcc.gov.uk

Dorchester

Acland Road, Dorchester, Dorset DT1 1SH
Tel: 01305 251414
Fax: 01305 251034
Email: dorchestersocialcare@dorsetcc.gov.uk

Ferndown

Penny's Walk, Ferndown, Dorset BH22 9JY
Tel: 01202 877445
Fax: 01202 876604
Email: ferndownsocialcare@dorsetcc.gov.uk



North Dorset

Bath Road, Sturminster Newton, Dorset DT10 1DR

Tel: 01258 472652

Fax: 01258 473161

Email: northdorsetsocialcare@dorsetcc.gov.uk

Purbeck

19 Bonnets Lane, Wareham, Dorset BH20 4HB

Tel: 01929 553456

Fax: 01929 556319

Email: purbecksocialcare@dorsetcc.gov.uk

Sherborne

Non-visiting office

Tel: 01935 814104

Fax: 01935 817207

Email: sherbornesocialcare@dorsetcc.gov.uk

Weymouth & Portland

Jubilee Retail Park, Jubilee Close, Weymouth, Dorset DT4 7BG

Tel: 01305 760139

Fax: 01305 774622

Email: weymouthsocialcare@dorsetcc.gov.uk

