

Home First Response Service

What is the Home First Response Service (HFRS)?

The HFRS is a short-term rapid response service which can help you if you need social care support to remain at home.

HFRS can help you get home from hospital quickly and/or support you at home if you have a short-term crisis.

Who is the service for?

This service is mainly for people over the age of 65 but can be for younger adults if required.

You can use this service if you live at home and:

- are in hospital and ready for discharge or
- are at home and having a temporary crisis and are therefore at risk of unnecessary admission to hospital or urgent short-term care in a care home. This includes situations where your main carer is temporarily unable to look after you e.g. due to ill health or an unexpected event.

How do I access this service?

If you are in hospital, you can access it through the Hospital Social Care Team.

If you are at home, you can contact us on 0300 500 80 80.

What will the service do?

This Service will provide short-term support for 1- 7 days.

This will:

- help you to recuperate from your illness or short-term crisis
- support you to regain skills and rebuild your confidence
- help you live as independently as possible

- help you if you are struggling with everyday tasks at home e.g. getting dressed, getting about your home or making a drink.

Is there a charge for this service?

There is no charge for this short-term service.

Whilst you are receiving this service you may have an assessment to see whether you need ongoing services.

If this assessment shows that you are eligible for longer term support, we will work with you to complete a support plan and will discuss with you how we might be able to help you. This may include a personal budget. This is money that together we agree will meet your personal care and support needs.

We will also do a financial assessment to see how much, if anything, you will need to pay towards your personal budget.

Please see the contact information below to find out more about our service.

Contact Information:

Phone: 0300 500 80 80
(Calls cost 3p a minute from a BT landline. Mobile costs may vary).
Email: enquiries@nottsccl.gov.uk
Website: www.nottinghamshire.gov.uk/adultsocialcare
Minicom: 01623 869598

Phone 0300 500 80 80 if you need the information in a different language or format.

Emergency Duty Team: 0300 456 4546
Mon – Thurs: 5pm – 8:30am
Operates 24 hours at weekends from 4.30pm on Fridays to 8.30am on Mondays
Operates 24 hours during all public holidays

The Council is committed to protecting your privacy and ensuring all personal information is kept confidential and safe. For more details see our general and service specific privacy notices at:

<https://www.nottinghamshire.gov.uk/global-content/privacy>