



# Hospital factsheet

This factsheet provides advice and guidance if you:

- are going into hospital and want to plan ahead
- think you may need support when you leave hospital
- are a carer going into hospital and are worried about how the person you look after will manage.

## Preparing for elective surgery

There are some practical things you can do before you go into hospital for elective surgery to help you feel more prepared:

- Cancel regular deliveries e.g. newspapers.
- Tell friends and neighbours that you are going into hospital, so they don't worry where you are. They may be able to keep an eye on your home, visit you or be a help when you come home.
- Speak to family and friends about what extra help they may be able to provide in the first few days when you leave hospital.
- Arrange things at home to make life easier when you return, leaving out things you might need.
- In the winter, consider leaving the heating on low while you are in hospital. This will stop your pipes from freezing and mean you home won't get so cold while you are away.
- Stock up on food and household items that will be useful for when you come home, like frozen meals and healthy snacks. Also, see information about our

meals at home service later in the factsheet.

- Think about what might support your recovery and keep you active and connected. You can find information about groups, activities and befriending services on [www.nottshelpyourself.org.uk](http://www.nottshelpyourself.org.uk)
- Think about what you might want to take with you. Don't forget to bring:
  - your appointment letter
  - any medication you take
  - some money / payment card
  - mobile phone and charger
  - reading glasses
  - non-slip slippers
  - note pad and pen so you can write down questions that come to mind and the answers you get.

You may want to consider finding your own home care support to help you when you come out of hospital. You can find a list of home care agencies at <https://www.nottshelpyourself.org.uk/homecare> or by phoning 0300 500 80 80.

However, the difficulty is that it can be hard to predict how you will react to your operation and how long it will take you to recover. There may be costs involved if you book care in advance and then stay in hospital longer than expected.

## Carers going into hospital

If you are a carer who needs to go into hospital, we can work with you to find out what help and services you may be entitled to. For example, we may organise home care for the person you care for whilst you are away.

Please contact us on 0300 500 80 80 to speak to an advisor about your situation.

If you are not already a registered carer then you might also want to contact the Carers Hub for advice and support: 0115 824 8824 / [hub@carerstrustem.org](mailto:hub@carerstrustem.org)

## During your hospital stay

There are things that you can do while you are in hospital that will help you and improve your recovery:

- Drink plenty of water (unless you are told not to)
- Stay as active as you can. Being in hospital can weaken your muscles and increase your risk of falls. Talk to hospital staff about what you can do safely.
- Speak to somebody if you are concerned about the way you are being treated. If these are not addressed, then you can contact the Patient Advice and Liaison Service (PALS).
- If you are worried about how you will manage after you go home, then talk to hospital staff about the help that might be available to you.

It will be important for you and your friends or relations to understand what is happening during your hospital stay. This can be a confusing time. These are some helpful questions that you might want to use when you talk to hospital staff.

1. What is wrong with me?
2. What is going to happen, later today and tomorrow, to get me sorted out?
3. What do I need to be able to do, to be able to go home?
4. Who will be planning with me, to help me go home?
5. When can I expect to go home, if my recovery is on track? What is my predicted date of discharge?

## Leaving hospital

When you are starting to improve and will soon be ready to leave hospital, staff will talk to you about what support you may have around you when you return home.

They may refer you to the Council's **Short term 'START Reablement support service** if they think you would benefit. This is where we work with you at home and help you regain the skills and confidence to live independently. This is a free service.

If you have significant new or additional support needs, Council staff can carry out a **care and support assessment with you**, if you are happy for this to happen.

## Care and support assessment

A care and support assessment helps us to explore with you the options to meet your needs.

These discussions will start when you have had your operation or other treatment and are on the road to recovery. We will not be able to set up any discharge services for you in advance of your operation, because it will be difficult to predict accurately what services you will need in advance.

Another example of short-term support you may be offered is further recovery and assessment time out of hospital, in a social care or health funded **assessment bed or assessment flat**. During your stay here, you will receive help with dressing, washing and any other tasks you might find difficult. As your strength and confidence improves, we will gradually reduce the level of support until you are ready to return home.

If the Council organises any services for you, these may be free of charge, depending on your personal situation or the situation of the person that you care for.

You can find out more about the care and support assessment in our [factsheet](#) or by speaking to a member of our hospital team.

## Additional services

If you are not eligible for social care support when you are ready to be discharged from hospital, we can still provide you with advice and guidance free of charge.

Here are a number of services you can use that are available to everyone:

**Meals at home:** choose between our hot meal or frozen meal delivery service. Our delivery drivers carry out a 'safe and well' check. Phone 01623 490015 to book.

**Handy Persons Adaptations Service:** approved traders can carry out minor improvements and small practical jobs to make your home more accessible for you e.g. hand rails. Jobs are low cost or free. Phone 0300 500 80 80 / [www.nottinghamshire.gov.uk/handyperson](http://www.nottinghamshire.gov.uk/handyperson)

**Connect:** provides people with information, advice, signposting and practical support. The service is free and can help with care needs, housing, finances and social interaction. The service is provided by three different organisations, depending on where you live:

Bassetlaw: NCHA

0115 844 3541

[www.personalisedsupport.co.uk/Bassetlaw-Connect](http://www.personalisedsupport.co.uk/Bassetlaw-Connect)

Ashfield, Mansfield and Newark & Sherwood: Age UK

01623 488217

[www.ageuk.org.uk/notts/our-services/health-and-wellbeing/connect/](http://www.ageuk.org.uk/notts/our-services/health-and-wellbeing/connect/)

Broxtowe, Gedling and Rushcliffe: Metropolitan

0115 939 5406

[www.metropolitan.org.uk/support-services/connect](http://www.metropolitan.org.uk/support-services/connect)

**Occupational therapy equipment:** watch our videos to see how simple and inexpensive equipment can help you live independently at home: visit [www.nottinghamshire.gov.uk/equipment](http://www.nottinghamshire.gov.uk/equipment) or phone 0300 500 80 80.

**British Red Cross:** provides short-term loans of mobility aids to people in need, including wheelchairs, commodes, walking sticks and frames: [www.redcross.org.uk/get-help](http://www.redcross.org.uk/get-help)

You can also find other services and support in the community at [www.nottshelpyourself.org.uk](http://www.nottshelpyourself.org.uk)

## Contact information

To speak to an advisor or submit an enquiry online, please contact our [Customer Service Team](#)

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