

Could you be a volunteer?

We are always looking for caring volunteers to join our service. With extra volunteers we could offer more support to people in Wirral. As a volunteer the amount of time you give is entirely up to you. Whether it is a few hours or a couple of days a week, your valuable time will be greatly appreciated by the clients you will help. The service is ultimately aimed at aiding clients as they are discharged from hospital, so some flexibility of your time will be required. All Home from Hospital volunteers are fully trained, are invited to regular training sessions and will be supplied with identification badges.

You will not receive a financial reward but we will reimburse you for all of your travel costs and any out of pocket expenses you may incur. DWP payments will not be affected, as voluntary work is encouraged by the DWP, so long as you continue to actively seek work.



Home from Hospital

Help and support when you are discharged from hospital or intermediate care



Age UK Wirral

Devonshire Resource Centre

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A flexible, short-term service provided by staff and volunteers. This compliments support from family, friends and carers.

How can help be arranged?

Anyone can phone us, with your agreement, to arrange support. If you are in hospital or intermediate care, a health or social care professional will usually contact us on your behalf. Shopping will normally require at least 24 hours notice.

Support can be arranged before you leave hospital or intermediate care, or when you are back at home.

Who will visit you?

A member of the Home from Hospital team will usually visit you on the ward prior to your discharge from hospital or in intermediate care. They will talk to you about the services you require and then allocate a staff member who will contact you directly once you are home. All staff and volunteers undergo security checks and receive specialist training.

What can we do?

- Preparation of home prior to discharge.
- Making sure your house is aired and warm.
- Ring you to check how things are going.
- Making phone calls for you.
- Pension and benefits collection.
- Help with shopping.
- Prescription collection.
- Help with correspondence that might have built up.
- Light housework.
- Making light snacks and hot drinks.
- Make referrals to other services for any other support you may need.
- Help you obtain further information or equipment you may need.

Who can use the service?

- You are eligible for the service if you:
- need support at home after leaving hospital or intermediate care
 - live in the Borough of Wirral
 - are over 16 years of age.



What we don't do?

Unfortunately the Home from Hospital team are not trained to:

- carry out any form of personal care
- administer medication
- support anyone with substance and/or alcohol misuse unless you are receiving professional support.

Is there a charge?

The Home from Hospital service does not charge, although donations are always welcome; any amount however small will help towards maintaining the cost and the quality of this valuable service.

Need transport to medical appointments?

Following discharge from hospital there are occasions where people need to re-attend hospital for treatment or check-ups. For people who are unable to get to hospital by themselves, Age UK Wirral offers a special transport service, run by our Friends in Action Volunteers, where you pay 40p per mile for the help of a volunteer driver to take you to and from hospital for your appointments. If this service could be of benefit to you please call **0151 488 7805**.