

## Out of hours contact numbers

Weekends and bank holidays (except Christmas Day & New Years Day) 09:00-17:00 please call:

**Weekend Intermediate Care Team**, 01803 547097

Between the hours of 18:00 - 08:00 please call:

**Emergency Duty Service** 0300 456 4876

For any medical needs please call:

**Devon Doctors**, 111

### People involved in your care:



Partners in Care



[www.torbayandsouthdevon.nhs.uk](http://www.torbayandsouthdevon.nhs.uk)



[www.facebook.com/torbayandsouthdevonft](https://www.facebook.com/torbayandsouthdevonft)



[@TSDFT\\_NHS](https://twitter.com/TSDFT_NHS)

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This document can be available in other languages and formats. Please ask a member of the Intermediate Care Team

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## Intermediate Care in Torbay

Intermediate Care following your stay in Hospital

Your Intermediate Care Team is:

Tel:

Customer Service Centre  
Tel: 01803 219700

*Working with you, for you.*

## What is Intermediate Care?

Intermediate Care is a service for people over the age of 18, who need a short period of rehabilitation, treatment or care.

This may be due to a recent illness, a hospital stay or a reduction in their ability to remain independent at home.

## Who might I see?

Our team includes:

- Nurses
- Physiotherapists
- Occupational Therapists
- Social care staff
- Registered mental health nurses
- Support staff
- Health and Social Care Co-ordinators (HSCC's)

Your GP will still be responsible for your medical care

## What is our aim?

Our aim is to help you be as independent as you can be, supporting you safely in your own home wherever possible

## What do we do?

- Provide assessment
- Agree what is important to you
- Make a plan to meet your needs
- Work with you to carry out a rehabilitation programme

## What else can I expect?

If following your stay in hospital we feel that we are unable to support you safely at home a short term placement in a care home might be recommended. If we feel we can support you at home safely we might recommend some additional domiciliary care support.

If either of these options are required, this will be discussed with you and arranged as part of your hospital discharge plan.

If a short term placement is arranged you will be provided with further information before you leave hospital.

When we visit you we will discuss all of your needs with you and your family, taking into account your views and wishes.

## What if I require domiciliary care support at home?

Additional domiciliary care can be provided for 1-6 weeks free of charge to support you to regain your independence. Charges will remain the same for any existing care services you receive

At the end of your episode of Intermediate Care, if you have longer term care needs and require ongoing social care services, these services **may incur a charge**.

The team will offer you a finance and benefits assessment to support you with this if appropriate.

## Who do I contact if I have a concern or question?

If you or your family have any concerns, please discuss these with a member of the Intermediate Care Team or a Health and Social Care Co-ordinator by calling the number on the front of this leaflet. If concerns arise out of hours please telephone one of the numbers on the back of this leaflet.