

Preparing for your hospital stay and discharge

Some tips from the Social Work Department



Heading into hospital? We have gathered some resources that can help you plan ahead for your discharge to help keep you safe and supported.

Key things to consider

Many risks can be reduced if you plan ahead for your discharge. These suggestions might apply to your situation:

- **Prepare your home** – Create a safe environment to return to: clean, remove trip hazards such as loose rugs and clutter. Stock up on essential items. Consider hiring equipment or borrowing/leasing helpful items.
- **Safety** – You may require support with supervision after your after your procedure. Arrange a support person or respite care, especially if you live alone. Consider a medical alert personal alarm.
- **Caring responsibilities** – Make plans for children, adults in your care and animals if you will be unable to manage their care needs independently.
- **Personal care** – If unable to shower, dress or toilet yourself and do not have a carer, you can receive short term support through a post hospital short term support package. Residential respite care may be an option for you.
- **Transport** – Arrange a lift to and from hospital. Register with a community transport provider You can receive short term support through a post hospital short term support package.
- **Meals** – Cook and freeze some meals, fill up your pantry. Learn how to online shop for home delivery. Register with a meal delivery service.
- **Housework** – Register with a cleaning or gardening service. Ask someone you know to assist you. Ask a neighbour to bring in your mail or put out your bins.
- **Legal matters** – Consider appointing an Enduring Power of Attorney (EPOA) as someone to speak on your behalf, writing a Health Care Directive and a will.
- **Finances** – Speak with your employer, bank, landlord or Centrelink if you will find it difficult to meet your financial responsibilities during or after hospital.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further information, visit:
www.health.nsw.gov.au/accessibility

Helpful contacts

My Aged Care (over 65 years)

Phone 1800 400 422

Request an ACAT assessment to access respite, permanent care, home care packages, transport, meals on wheels.

National Disability Insurance Scheme

(people under 65 years of age)

Phone 1800 800 110

Provides supports for people with physical and intellectual functional impairments.

Centrelink

Phone 13 27 17 (Queanbeyan)

Apply for financial support, hardship and crisis payments, job seeking support.

Carers NSW

Phone (02) 9280 4744

Provides practical support to carers when registered as a patient's carer.

Carer Gateway

Phone: 1800 422 737

Provides emotional, practical and financial support for carers.

Public Trustee and Guardian

Phone 1300 109290

Provides support with Enduring Power of Attorney (EPOA) documents, wills, and Guardianship matters.

Advance Care Planning Support Service

Phone 1300 208 582

Provides support to write a Health Care Directive (your wishes for medical treatment) and to register your EPOA. Discuss with your doctor or request to speak with the Palliative Care team at the hospital

Department Veterans Affairs

Phone 1800 838 372

Provides post hospital support for DVA card holders.

Community Transport

If you are 65 years and over or 50 and over for Aboriginal and Torres Strait Islander patients, find out transport options available in your suburb at: 1800 200 422 or www.myagedcare.gov.au

Emergency Accommodation - Link2Home

1800 152 152

Provides callers with information, assessments and referrals to homelessness support and accommodation services across NSW.

Domestic Violence Line

1800 656 463

Programs that provide support

Speak to hospital Medical or Allied Health staff for an assessment to determine the appropriate service for you. Staff can submit a referral on your behalf while you are in hospital.

- **Post Hospital Supports-Short Term**

Patients can receive up to 6 weeks of post hospital supports for some support at home during your recovery.

- **Transitional Aged Care Program (TACP)**

This program provides short term care that aims to improve functioning and independence of people 65years and over and 50years and over for Aboriginal and Torres Strait Islander older people after a hospital stay. It may include a package of services like low intensity therapy such as physiotherapy and occupational therapy, as well as social work, nursing, physiotherapy, occupational therapy, or support with day-to-day task and chores. It aims to help you to return home after a hospital stay rather than enter residential aged care. The ward staff can assess you for suitability and refer you for an assessment by MyAgedCare for approval on your behalf.

- **Respite Care**

If you are likely to need extra help after hospital, you may need to arrange a short term stay in a nursing home. This is known as respite care. The service is available if you are over 65 years, and over 50 if you are Aboriginal and Torres Strait Islander. To register, call 1800 400 422 and request an Aged Care Assessment (ACAT) before you come to hospital. You then choose a respite facility and make the arrangements and payment directly with them.

Further information

If you require assistance prior to your hospital admission, contact our Central Intake Team and request a Social Work referral.

Phone

1800 999 880

Email

SNSWLHD-CommunityIntake@health.nsw.gov.au

Fax

1300 797 331