

Additional Information

All clients have the right to access any records kept about them.

You also have a right to request a change of Settlement Aide which will **not** jeopardise your service.

If you have any comments, suggestions or a complaint on the Service provided please write giving details to:

The Team Leader
Hospital Discharge Service
4 Cleeve House
Lambourne Crescent
Llanishen
Cardiff CF14 5GP

If you have a complaint on the service, it can also be directed to: Care and Social Services Inspectorate Wales at the address below.

Care and Social Services Inspectorate
Wales
Mid & South Wales
Rhud y car, Merthyr Tydfil CF48 1UZ
Tel: 03000 628888

 029 
2068 3693

4 Cleeve House, Lambourne Crescent,
Llanishen, Cardiff CF14 5GP

**Hospital Discharge Service
operates seven days a week
9 am – 5 pm**

**Answer Machine
available
on Saturday and Sunday**

Your contact name is

www.age-concern-cardiff.org.uk
Age Concern Cardiff & the Vale of Glamorgan
is a registered charity
No. 260189
All donations are greatly appreciated

AGEconcern
Cardiff & The Vale of Glamorgan

Hospital Discharge Service



Hospital Discharge Service

What is the Hospital Discharge Service?

Our service provides short term, flexible support for older people on their return home from hospital. Anyone over the age of 60 years living in Cardiff and the Vale of Glamorgan can receive our service.

Who will be helping me?

The paid workers who visit are called Settlement Aides. They will assist you with most day to day tasks such as shopping, preparing a light meal, paying bills, collecting prescriptions etc. The Settlement Aide will also be able to contact other services on your behalf.

When does the Settlement Aide start visiting and for how long?

As long as we have sufficient notice, the Settlement Aide can visit on the day you are discharged home. The visits can be on consecutive days or spread over a couple of weeks. It is important to remember that the service is only short-term (on average 3 or 4 visits).

Is the service available on weekend's and in the evenings?

YES, our service operates seven days a week 9am – 5pm. An evening service is available Monday – Friday subject to the availability of staff and the demand for the service.

What about the statutory services I'm entitled to?

Our involvement does not affect your rights and access to any other service.

How do I know I can trust the Settlement Aide to help me?

All staff have Age Concern Identification badges which should be visible or available on request. Settlement Aides work within the guidelines of a code of practice which covers confidentiality.

Staff and management qualifications are available on request from the address overleaf.

The Hospital Discharge Service is registered as a Domiciliary Care Agency with the Care and Social Services Inspectorate Wales.

Do I have to pay for the service?

There is no charge for our service.

Your relevant Local Authority and the Cardiff and Vale University Health Board fund the Hospital Discharge Service.

If you would like to make a donation please make your cheque payable to:

Age Concern, Cardiff & the Vale of Glamorgan and send to the address overleaf.

Please include your name and address if you would like a receipt.

How do I know that I need your service?

If you know you are going into hospital you can contact us directly or ask your GP to refer you. If you are already in hospital you may be offered the service or alternatively you can ask your Social Worker or the nursing staff to refer you.