

Warwickshire Community Recovery Service



What is the Community Recovery Service?

The Community Recovery Service (CRS) is a short-term service, providing additional support to those who need it, to return home confidently following a hospital admission.

CRS will work with you to support your recovery through home care and therapy services. CRS is funded by the NHS and Warwickshire County Council. The amount of care and therapy you receive is based on your individual needs, up to a maximum of six weeks if needed.

Who is it for?

CRS is for people who have additional care needs following a hospital stay, which cannot be met by existing care provision or help from friends and family. It is suitable for those who can return home but need additional help and support to do so.

What care will I receive?

You will be supported by a care provider to assist your recovery at home, up to a maximum of four visits per day if needed. Carers will work with you to maximise your level of independence, aiming to reduce your care needs. The number of care visits you receive will change during the service as and when your individual support needs change; care will be reduced as you recover and become more independent. Carers will support you with your daily living tasks and will encourage you to do as much as safely possible for yourself.

The types of support delivered through CRS

- Support with moving around your home
- Support with your personal care (washing, dressing, undressing, accessing the toilet)
- Support with preparing meals

The carers will record how you have managed, enabling your progress and recovery to be reviewed.

What therapy will I receive?

Once you are home, a member of the CRS therapy team will review your needs over the telephone. Not everyone will have therapy needs, if you do, a home assessment will be arranged.

The therapy team will:

- Seek to understand what is important to you and what your goals are.
- Work with you to agree a plan - up to a maximum of six weeks if needed - to help achieve those goals, which will be shared with your care provider.
- Help to identify the things you can do at home to support your recovery.
- Provide equipment to help you if needed.
- Regularly review your goals and progress – working with your care agency to amend care when/if your needs change.
- Make referrals to other services, as needed.

What happens after CRS?

CRS will end when you have reached your improvement goals, returned to your previous level of independence or it is established that you have ongoing support needs.

If you have ongoing care needs:

- You might want to consider arranging your own ongoing care and support. If you are not sure how to do this, social care can offer advice and guidance to help you.
- An assessment of your needs by social care - as well as a financial assessment - will be completed.
- You may be referred to a long-term support service, such as another home care provider and may have to pay a contribution towards this.
- If you have ongoing therapy or health needs, you will be referred onto the appropriate NHS service.

What happens now?

If you want to return home and continue to work on your recovery with the Community Recovery Service, please confirm the following:

- I have received an explanation of CRS. I agree to this referral, to participating in my recovery and having reviews regarding my progress.
- I understand that I will receive a service from a home care provider and may also receive therapy. The frequency of the input I have will depend on my individual support requirements.
- I understand that CRS is free at the point of delivery, but I may have to pay towards any ongoing care services or support I receive after this time.
- I understand that this is a short-term service dependant on my needs, up to a maximum of six weeks if needed.
- I may leave this service at any point. This may include leaving with no support needs or with a longer-term package of care, to which I may have to contribute financially.
- I understand this service will involve collecting and sharing confidential information between Health and Social Care partners and other key providers such as Home Care.

Signed by customer/representative

Name: _____

Signature: _____

Customer/representative: _____

Date: _____

Contact

Care Provider Name: _____

Care Provider Telephone Number: _____

Queries relating to therapy 01926 600 818 (option 5)