

## Patient Information Leaflet

### Supporting Patients' Choices to Avoid Long Hospital Stays

Following a hospital admission, most people are able to return home. Sometimes this can be with a care package of services, aids or adaptations made to their home. However, some people are unable to return home. They need the added support which is only available in a care home.

For more information, please follow the link below:

<http://www.nhs.uk/NHSEngland/keogh-review/Documents/quick-guides/background-docs/Patient-Leaflet.pdf>

Alternatively, click [here](#).

### A Further Guide for Care and Support

This guide is for people who have care and support needs, their carers, and people who are planning for their future care needs.

Popular topics in this guide include:

- [Assessing your care needs](#)
- [Planning for your future care needs](#)
- [What care services are available locally?](#)
- [Care at home \(homecare\)](#)
- [NHS continuing healthcare](#)
- [Funding care and support](#)

Advice for carers includes:

- [Carer's Allowance](#)
- [Benefits for carers](#)
- [Caring for a child with complex needs](#)
- [Young carers' rights](#)
- [Carers Direct helpline service](#)

Please follow the link below:

<http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/what-is-social-care.aspx>

Alternatively, click [here](#).

## Useful Contact Information

A Carers Lead is based within the Integrated Discharge Team at the Lister Hospital.

Telephone: 07554438517

**Patient Advice and Liaison Service (PALS):** Lister Hospital: 01438 285811  
Mount Vernon Cancer Centre: 01707 224321

Or e-mail: [pals.enh-tr@nhs.net](mailto:pals.enh-tr@nhs.net)

**Healthwatch Hertfordshire** 01707 275978  
Or e-mail: [info@healthwatchhertfordshire.co.uk](mailto:info@healthwatchhertfordshire.co.uk)

**Age UK** 0800 169 6565  
[www.ageuk.org.uk](http://www.ageuk.org.uk)

**Carers UK advice line** 0808 808 7777  
[www.carersuk.org](http://www.carersuk.org)

**Carers Direct advice line** 0808 802 0202  
[www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

**Carers in Hertfordshire** 01992 586969  
[www.carersinherts.org.uk](http://www.carersinherts.org.uk)

**Carers in Bedfordshire** 0300 111 1919  
[www.carersinbeds.org.uk](http://www.carersinbeds.org.uk)

**Crossroads** 01462 455578  
[www.crossroadshn.org.uk](http://www.crossroadshn.org.uk)

**Health Liaison Team** 01438 845372  
[www.hertsdirect.org](http://www.hertsdirect.org)

**HertsHelp** 0300 123 4044  
[www.hertsdirect.org](http://www.hertsdirect.org)

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