Appropriate Care for Everyone (ACE) – A sample of the services currently available

Supported discharge service
The supported discharge service will identify patients within Oxford University Hospitals (OUH – Oxford Radcliffe Hospitals and Nuffield Orthopaedic Hospital) who need help to return home. It will check the wards every day for patients who might be ready to be discharged. This will make sure patients are identified quickly and so stay less time in the hospital. Once they have been identified patients will leave with one of three kinds of support.

Welcome Home
You may be fit to return home but need practical assistance in the early days of discharge to regain your confidence and strength. The Welcome Home Service will provide a range of practical help and emotional support to you if you live alone and do not have family or friends locally to help once you are home. This service is for a limited period of time until you are able to stay at home without any further help or assistance.

Bridging the Gap
You will be given community support for a period of 14 days if you are dependent on others for your care to some extent. After 14 days Social Services or other community based agencies will take over your care. This will mean there is more time to sort out your long term care properly.

Domiciliary-based Rehabilitation
This will offer you rehabilitation for 14 days at home to help you to be able to do the things you normally can do. This makes sure you get better rather than losing some of the skills you normally have. If you still need rehabilitation after 14 days you will be transferred to another service which will help you but most people should be able to manage on their own.

Hospital at Home
Some people just need extra support and care and can be treated in their own home. Hospital at home provides a service that responds rapidly when a need is recognised and stops admission to hospital. If you need extra care you will be assessed in the community for example by a GP or by a unit such as the Community based Emergency Medical Unit in Abingdon Community Hospital. If it is right for you, you will be referred to Hospital at Home.

The Hospital at Home team also supports the early discharge of patients from hospital who need more intensive care in the home. This is provided on average for seven days, but can be up to fourteen days. The Hospital at Home service is currently running across the whole county.
Social Care Crisis Response Service
This service will run across the county. It will deliver social care quickly at times of crises. For example if you are already receiving social care services you might need extra support and care to help you manage your condition and to avoid being admitted into hospital;

It will:
- fill a gap in social care provision to deal with your crises and emergencies day and night.
- improve the speed of response of social care when there is a crisis.
- run 24 hours a day, seven days per week,
- aim to attend your home, anywhere in Oxfordshire, within two and a half hours of being contacted,
- deliver care for a period of up to 72 hours if you need on-going care.

The service is due to start in January 2012 initially for a period of five to six months.

Re-ablement
The purpose of the re-ablement service is to help people to be able to do things for themselves that they would otherwise need support with. Support focuses on the activities that are part of your daily life such as washing, dressing and preparing a meal. It helps you to achieve independence or make the most of your independence in order to minimise the need for ongoing social care. It will aid your ongoing needs to be assessed accurately and identity if you still need support following re-ablement.

How to get involved
Take a look at the Talking Health pages on our website http://bit.ly/ACEOXON
You will be asked to register before you can get all the information.

Complete our questionnaire either on our webpage or available as a hard copy by contacting us as shown below.

How to find out more
Email: talking.health@oxfordshirepct.nhs.uk
Phone 01865 334636

You can also write to us with your views at:

Communications & Engagement,
FREEPOST RRRKBZ4BTASXU
NHS Oxfordshire, Jubilee House, 5510 John Smith Drive
Oxford Business Park South, OXFORD OX4 2LH