

## Swindon Adult Social Care and The Great Western Hospital?

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Swindon Adult Social Care and The Great Western Hospital (TGW) work very closely together to ensure that patients are discharged safely and are able to return to normal life as quickly as possible.

We are able to provide extra support to older people, disabled people (aged over 18 years), people with injuries or illnesses and Carers.

This extra support can be provided in many ways.

We will try as far as possible to meet your specific needs. We will also arrange for an interpreter or other communication support if this is needed.

## Your Views

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We would welcome your comments. If you would like to give us your thoughts and ideas about this leaflet or other Swindon Adult Social Care publications please contact:

**Customer Liaison Officer**

**Tel:** 01793 463496

**Email :**

YourCommentsCount@swindon.gov.uk

**Web:** www.swindon.gov.uk

## What type of help can I receive?

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- Temporary help to regain your independence or longer term help to ensure that you continue to manage as independently as possible.
- Help to care for someone you are looking after at home.
- Physiotherapy to ensure that you are able to mobilise as safely as possible.
- Occupational Therapy to ensure that you are able to undertake daily living activities such as managing your personal hygiene or preparing meals. They can also provide equipment to you at home.
- Social Work to ensure that you receive any community care services you need and are eligible for. This could include care in your home and Meals-on-Wheels.
- Ongoing support from Health professionals such as your GP, District Nurse or Specialist Nurse so that you are able to safely manage any ongoing health problems at home.

## How do I ask for this help?

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There are a number of ways that you can ask for help:

- Talk to the Doctors or Nurses in A&E, Acute Assessment Unit or the main wards at TGW if you have any concerns about how you will manage when discharged home. They will talk to the appropriate professionals such as a Social Worker, Occupational Therapist or Physiotherapist.
- If you had a Social Worker already working with you before your admission to hospital then ask to talk to them.
- If you are coming into hospital for planned surgery discuss with your GP or District Nurse prior to your admission about extra help that you may need after your surgery. They can then help you plan ahead.
- **Care Line**  
**Freephone 0800 085 66 66**

A local Swindon service for older people, adults with physical disabilities, and Carers. Care Line is run by Swindon Adult Social Care in order to provide the public with information and to respond to requests for help.

## Useful Contacts

For information or help about being discharged from hospital please contact the Swindon Adult Social Care and Health professionals mentioned in this leaflet.

Additional contact details of local Adult Social Care Teams and partnership agencies, which may also be of help to you:

- The Swindon Carers Centre  
01793 531133
- Red Cross Home from Hospital Service  
01793 646376
- Age Concern  
01793 692166
- The Community Team for People with a Learning Disability  
01793 466712
- The Mental Health Team for adults under 65 years of age  
01793 437562
- Department of Old Age Psychiatry for adults over 65 years of age  
01793 481182
- Ridgeway Care & Repair (Swindon)  
01793 490308

If you require Council Information in another format, please contact Customer Services on 01793 463725

Per informazioni in altro formato, contattare il Servizio Clienti chiamando il numero: 01793 463725

Italian

আপনার যদি অন্য কোন আকারে বা রূপে তথ্যের দরকার হয়, কাস্টমার সার্ভিসেস্কে (01793) 463725 নম্বরে টেলিফোন করুন।

Bengali

如果您需要用其它语言或方式咨询这方面的信息，请拨打我们的顾客服务热线：(01793) 463725。

Chinese

જો તમને બીજા ફાર્મેટ (પત્રક) માં જાણકારી જોવતી હોય તો કૃપા કરી ગ્રાહક સેવા પ્રતિનિધિનો ટેલીફોન નંબર (01793) 463725 ઉપર સંપર્ક કરો.

Gujarati

यदि आपको अन्य फार्मेट (प्रपत्र) में जानकारी चाहिए तो कृपया ग्राहक सेवा प्रतिनिधि से टेलीफोन नंबर (01793) 463725 पर संपर्क करें।

Hindi

別の構成・形式で資料をご使用される必要がある場合には、次の番号の弊社顧客サービスまでお問い合わせ下さい。電話：01793 463725

Japanese

Jeśli chcesz uzyskać informacje w innym formacie, prosimy o kontakt z Wydziałem Usług dla Klientów pod numerem telefonu 01793 463725.

Polish

ਜੇਕਰ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਜਾਣਕਾਰੀ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਕਸਟਮਰ ਸਰਵਿਸਜ਼ ਠਾਲ ਟੈਲੀਫੋਨ ਨੰਬਰ (01793) 463725 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Punjabi

اگر آپ کو کسی دیگر زبان یا ہدی لکھائی وغیرہ میں معلومات درکار ہوں تو براہ مہربانی کسٹومر سروسز سے ٹیلی فون نمبر : 01793 463725 پر رابطہ قائم کریں۔

Urdu

Swindon Adult Social Care

# BEING DISCHARGED FROM HOSPITAL

