



Services in Darlington for Adults

Darlington Adult Social Care

Intermediate Care

Leaflet A10

What is Intermediate Care?

Intermediate Care is a range of services designed to help people recover from illness and prevent unnecessary admissions to hospital and long term care.

It is part of a programme to improve the health and well-being of older people and raise the quality of care they receive.

Where is the service provided?

Darlington Borough Council's Intermediate Care Service is based at Ventress Hall Care Centre, Trinity Road, Darlington.

How can I get this service?

If you live in the community, your District Nurse, GP, Care Manager or the Discharge Management Team at the hospital will arrange for an assessment if it is identified you may benefit from the service. Once the Intermediate Care Team has been informed, a care professional will visit you to complete a detailed assessment and agree on a plan of care with you.

How long will the service be provided?

Depending on your needs, the service is available from as little as 1-2 days to a maximum period of 6 weeks. An ongoing review and reassessment of your needs are carried out throughout your period of rehabilitation. With your agreement we will contact other agencies as necessary to provide you with ongoing services to enable you to remain in your own home.

Will I have to pay?

The service is free, up to a maximum of six weeks, as it is part of your health care treatment.

What you can expect

- To be treated as an individual, with respect and dignity.
- To have an individual plan of care to enable you to maximise your independence.
- To be provided with support and services to give you the opportunity to return home, living independently and as safe and confident as possible.
- To have access to a Care Manager, Physiotherapist, Occupational Therapist and Pharmacy technician, who will help and encourage you to achieve your goals.
- To have your privacy and dignity maintained at all times.
- To have visits from your friends and family at any time during your stay within reasonable hours.

What we expect from you

- To be committed to your own plan of care
- To discuss with us your wishes, choices and aims to help us plan your return home.
- To be motivated to participate in all aspects of your plan of care which includes:
 - > Personal care
 - > Kitchen activities
 - > Exercise programme
 - > Home visits
 - > Group activities

How do I comment on the service?

Comments, including compliments and complaints should be made in the first instance directly to the manager at the Care Home or a member of the rehabilitation team.

If you remain dissatisfied, you should complain to the Complaints Manager. Tel: 01325 388401

You can also contact the Care Quality Commission. Tel: 03000 616161 or e-mail enquiries@cqc.org.uk

Translations

This document will be made available on request to Adult Social Care in Braille, large print, on audio and in other languages. Telephone 01325 346200



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