

Every day we will work with you on improving your independence. As you become more able we will visit less. We aim to review your progress daily.

## What if I feel worse and need help whilst under the team's care?

The Rapid Response and Reablement team will give you details of how to contact someone if you need help. You can phone the team between their working hours 7:30 am to 8:30pm every day.

Between 8:30pm and 7:30am you can phone the out of hours GP.

**If it is a medical emergency  
always call 999**



## Your Information

Family Nursing & Home Care aims to provide you with the highest quality of health and social care. To do this, we must keep records about you, your health and the care we provide or plan to provide.

Our Privacy Notice will help you understand what data we collect, why we collect it and what we do with it. This is important; we hope you will take time to read it carefully. A copy of the Privacy Notice is available on our website [www.fnhc.org.je](http://www.fnhc.org.je) or you can email [dpo@fnhc.org.je](mailto:dpo@fnhc.org.je) to obtain a copy.

## How to find out more

Further information about the Rapid Response and Reablement Service can be found on our website [www.fnhc.org.je](http://www.fnhc.org.je). If you are in hospital, speak to a member of the ward team who can tell you more about our service or contact us on your behalf.

## Rapid Response and Reablement Service



## What services do we provide?

The Rapid Response and Reablement Team offers a range of services at varying levels, depending on your need. This service could help you be discharged from hospital quicker and/or allow you to stay at home. You may need visits at home from nurses to help you get better or need extra support from our specialist Reablement Team to return to your normal level of independence. Unfortunately, we are unable to provide overnight assistance, a package of care or help with cleaning.

Our team consists of:

- registered nurses
- social worker
- occupational therapist
- physiotherapist
- rehabilitation assistant
- senior healthcare assistants
- healthcare assistants

## Who can use this service?

Someone who:

- has been referred by a doctor or health professional who have assessed them to be safe to be at home
- consents to use the service
- is aged 18 or over
- is registered with a General Practitioner
- has a rapid deterioration in health where a hospital admission can be avoided or their length of stay in hospital can be reduced, for example someone:
  - ⇒with a nursing need, such as requiring intravenous antibiotics
  - ⇒who has broken their hip and cannot do what they used to do at home
  - ⇒who has had an operation and is not yet able to do what they used to at home

## What if I am a visitor or have not worked in Jersey for 6 months yet?

If you are a visitor, or have not worked in Jersey for 6 months, you will be charged for using this service. You will receive a bill for the time staff have supported you at home based on an hourly rate.

## Who might visit me?

If you are currently in hospital, initially a nurse or therapist will visit you to talk to you about the service. They can arrange for other professionals to come and see you at home.

When at home the team can visit you for a couple of days, or a few weeks depending on your need, and which member of the team is looking after you. The level of support you require will be regularly reviewed, and will reduce over time towards your discharge.

## Reablement Support

You may need Reablement support. This support aims to return you to your previous level of independence. Goals will be set with you, and we will work with you to reach these goals at home.

Your active participation in this is vital. By working with you on your goals we can help you to:

- rebuild your strength
- increase your mobility
- learn/re-learn skills