

Placement Support Scheme - About

Sheffield Churches Council for Community Care is a local voluntary organisation who works closely with colleagues in health and social care services to support older people in the South Yorkshire area.

We provide a wide range of practical services which facilitate safe discharge from Sheffield Teaching Hospitals, prevent hospital admission and support people as they re-adjust to life at home after a stay in hospital. We also offer befriending support to those finding themselves lonely and isolated with our Good Neighbour Scheme.

The **Placement Support Scheme** will support older people and their family/carers who are looking for an appropriate residence for a family member who need to move due to health/mobility changes.

The service will be provided on a city-wide basis, Monday to Friday, 9am – 5pm. The service will be free of point use and will have a dedicated Coordinator who will have the use of a wheelchair accessible vehicle or taxi service support for transport.

The service will provide the following:

- Transport to and from care homes and other relevant residences
- Support during the visit to relevant residences if requested
- Signposting to other services and information where appropriate

Referrals may come from:

- Local Authority social work and community teams
- Health care professionals
- Intermediate Care and Situation to Assess teams
- Social Prescribers/Link workers and relevant professionals working in primary care, community organisations and other charities
- Family referrals/self-referrals

The service will have a dedicated Coordinator, who will be responsible for:

- Taking referrals and give service information
- Liaising with Care Homes and supported living accommodation to glean information and build good working relationships
- Undertake referrals both to give information and also transport older people and their families to visit suitable premises.
- Keep detailed records of records in line with SCCCC/GDPR regulations
- Monitor and measure project progress and report back to Operational Lead (Good Neighbour Scheme) and referrers as required.
- Be responsible for the day-to-day care and maintenance of the SCCCC vehicle

What we can do

We will primarily support those aged 65 and over but may be able to support those slightly younger who have complex health/mobility challenges and vulnerabilities. We can also support older people who are looking for residences for a family member but who need extra support due to their own impairments or disability.

We can offer information, emotional support, signposting and/or transport for older people looking to move into residential care or a different situation (i.e., bungalow, apartment or supported living facility) who are unable to access support to do this or struggle to use public transport.

We will be checking with all those referring into the service to ask about hospital admissions, falls or medical emergencies prior to referral and review with the service user 91 days after our input has ended, to see if our support has helped to keep the person from being re-admitted to hospital or prevented any falls.

What we are unable to do

Support anyone where there are current drug/alcohol or safeguarding issues which may pose a risk to SCCCC staff or other professional

Support someone with advanced Dementia or with personal care needs without a family member or carer accompanying them.

Placement support scheme – Process

- **Initial post referral phone call**
The coordinator will call the service user post referral to check to see that the client would like our support and arrange to go out and do a first visit.
- **Information visit**
The coordinator will go and visit the person and take literature on different care home options and resources on finance information – Sheffield Council info. This can be left with the person to look over with family or the coordinator can go through the booklets with the person to discuss the kind of home they'd like in terms of area, facilities and services and can help point out relevant ones for consideration (if the client has no one who can support them to do this). They can then leave literature for the service user and family to consider.
- **Second visit**
A second visit can then be arranged to discuss selected venues choices, we will support a service user to visit three venues, but if requested would support a second visit to a final choice. At this visit, the coordinator can call the care homes (whilst with the service user) to make visit arrangements at a time to suit both parties.
- **Visit dates**
The visits could take place over 1-3 days, depending on the needs of the person, the amount of selected venues and the distance between venues.
- **Final call**
After 6 weeks, the coordinator should call the service user to get feedback on the service and to find out their final choice.

The service may vary depending on the situation. Some service users may just need transport to visit a property they hope to bid on and that be our only input. Others may have an information visit and then at that point, it may go no further. Some people will require the whole process. In each case, a call will be made six weeks after the last contact to the service user to collect feedback.

Referrers will be contacted annually but will be welcome to contact the Coordinator/Operational Lead at any point to pass on feedback – good enough??