

Hospital Admissions

Guidance for Home Care Providers

Suspensions of Care Packages

If a client is taken to a hospital within Brokerage office hours of Monday to Friday 09:00-17:00

1. **Providers must inform the Brokerage Team immediately by email, with as much information as possible, such as name of hospital and the reason taken to hospital.**
2. **Providers need to inform the next of kin of the hospital admission**
3. If an Incident/Accident/Near Miss form is required, providers must ensure the form is submitted to Brokerage the same day via email.
4. Brokerage will acknowledge receipt of an email notification. **All visits must be maintained until advised otherwise.**
5. **Care visits can only be placed on suspension after informed by Brokerage in writing that the client has been formally admitted to a ward.**
6. **It is the provider's responsibility to highlight any concerns if the client lives with another vulnerable Adult who may need care and support whilst the client is in hospital.**

Out of Office hours (Monday to Thursday from 17:00-09:00, weekends and bank holidays from Friday at 17:00 through to the next working day at 09:00)

1. **Providers must inform the Emergency Duty Social Worker immediately via 020 8770 5000, with as much information as possible e.g name of hospital, reason taken to hospital, etc.**
2. **Providers need to inform the next of kin of the hospital admission**
3. If an Incident/Accident/Near Miss form is required, providers **must** ensure the form is submitted to Brokerage the same day via email.

4. Providers need to ensure that all care & support visits must remain in place until the next working day when Brokerage will follow up and update the Provider.
5. **It is the provider's responsibility to highlight any concerns to the out of office Social Worker if the client lives with another vulnerable Adult or dependant who may need care and support whilst the client is in hospital.**
7. Providers need to ensure an email is sent to the Brokerage Team on the same day to notify that a client has been taken to hospital and that Duty Social Worker has been contacted.
8. **Providers must not accept restart requests from the ward/family**

Restarting Care Packages

1. **Providers must not accept restart requests from Hospital personnel or relatives.**
2. Providers need to alert Brokerage immediately if the ward/family contact the provider directly requesting a restart of care support.

The exception to the above is a restart request from a Hospital Pathway Team Social Workers outside Brokerage Team working hours. The Social Worker will identify themselves when requesting a restart. Please do notify brokerage in writing, providing the details of the out of office restart request by the Hospital Pathway Team. This will be followed up by the Brokerage Team on the next working day.

Reminder Checklist: Care Providers Must NOT

1. Stop the care & support visits even if it is known that the client is in hospital until Brokerage confirms that the visits can be suspended.
2. Take the instruction directly from the hospital personnel or family members.
3. The Brokerage Team will make a contact with the care provider within 24hrs of the discharge and request a confirmation in writing to confirm that the client returned home as planned and care has restarted. It is imperative that a response from a provider is received.