

Intermediate care

What is intermediate care?



NHS
Greater Glasgow
and Clyde

Crystal
Mark
21684
Clarity approved by
Plain English Campaign



What is intermediate care?

No-one wants to stay in hospital any longer than they need to. A long delay can even lead to losing vital life skills, independence or mobility.

Intermediate care is for patients who need a short-term step between hospital and home after they've had hospital treatment. It provides short-term support for people who are well enough to leave hospital but need extra support before they can return home.

Intermediate care settings are places that patients stay for a short time while they undergo assessment, rehabilitation and or reablement (or both). You may have previously heard this referred to as 'step up' or 'step down' care.

Going through intermediate care usually involves moving into a specially set aside short-term bed in one of Glasgow's care homes for up to four weeks. This is so that the intermediate care team can assess what your longer-term needs are. These intermediate care rooms are designed to feel more like being at home rather than being in hospital.

Intermediate care is a free assessment service for older people, for as long as the assessment takes. Usually, we expect the assessment to take no longer than four weeks.

How can intermediate care help?

Intermediate care is designed to help you get stronger and ready to be independent enough to return home wherever possible.

While you are in the intermediate care unit, we will assess your social care needs. You will also get support and rehabilitation, designed especially for you, from a range of health and social care professionals, all in a place that's similar to your own home. The intermediate care team will support you to become more independent and help you and those closest to you decide how you would like to be best supported in the future. Intermediate care can help to:

- shorten your stay in hospital and, where possible, get you home earlier;
- give you the best possible chance of independent living; and
- agree with you what support you need to help you become and stay as independent as possible.

What can I expect?

When you arrive at an intermediate care unit, staff will help you to settle in, and then you will meet all the staff who will support you while you are there. This will usually take around two or three days.

We will discuss and agree your goals - the things you would like to achieve to help you move on - with you. We can then plan your personalised support to meet your specific needs. This could include the following:

- Getting some practice in everyday tasks that you may find difficult, such as dressing, walking and cooking.
- Working out whether some equipment or adaptations would help you live more independently when you are at home. This may include a visit to your own home so that we can see what works best for you at home, and we can take measurements for any equipment or adaptations you may need. For example, you might need to have a larger or smaller walking frame depending on how much space you have to get around your kitchen and bathroom.
- Day care.
- Referring you to other services that might be more suited to what you need.

The intermediate care team led by your social worker will meet with you and your family every week that you're in the unit to make sure your expectations, goals and plans are being met during your stay, and that you're ready to leave at the end of your four-week assessment.

Who will provide my care?

The intermediate care team includes a wide range of staff who may be working with you, including:

- social workers, who will assess your social care needs and discuss any practical support you may need;
- the rehabilitation team, who will help you to be as independent as possible;
- carers and support workers, who will support you in carrying out and achieving your goals, for example exercises, walking, dressing and kitchen skills;
- nurses who will advise on your care needs (this may include wound care, nutrition, pain control, medication, and so on);
- a GP practice that will look after your medical needs;
- local area co-ordinators; and
- your family members, who will also be involved in supporting you wherever possible.

Facilities

- You will have your own bedroom with facilities adapted to meet your needs.

- You can also relax or meet other people in a small lounge and dining area that is just for intermediate care residents.
- There are also kitchen facilities where you can make hot drinks or meals as part of your reablement and rehabilitation. Reablement is a service that gives you tailored support in your own home for up to six weeks. It builds confidence by helping you to regain your skills so you can do things for yourself at home.

What happens at the end of my stay?

At the end of your assessment period, the therapy staff and a social worker will work with you to discuss and agree your long-term needs. This may include:

- returning to your own home with the right care provided for you there to support your needs;
- moving into sheltered or extra-care supported housing; or
- moving into a residential care home, with or without nursing care, for long-term care.

If you are not able to return to your own home at the end of your four weeks in the intermediate care unit, we will help you to transfer to a residential care home that is more suited to your needs. You will usually be able to move to this home within three days. We will do everything

possible to get you to your first choice of care home right away, so that you can get settled and don't have to move too often. But sometimes, your first choice of care home may not be available, so we will expect you to transfer to another residential home while you wait for a place at your preferred home. This way, we can use limited resources effectively for the people who need them at that time.

Costs and charges

The assessment period while you are in the intermediate care unit will usually last no longer than four weeks and there is no charge for this service.

However, if you stay there after your assessment period is complete, you will be charged a weekly fee. Our leaflet called 'financial implications of moving into a residential care home' tells you about what financial help may be available to help you with paying the charges.

More information

If you have any questions about anything in this leaflet, you can speak to your social worker or a member of the intermediate care team.

If you would like this leaflet in a different format, such as large print, Braille or tape, or in a different language, please contact our Communications Unit at sw_communicationsunit@glasgow.gov.uk for advice.