

## Sharing your information

Your information will only be disclosed to those who have a genuine need to know and who agree to keep your information confidential. For your direct care we often share information with:

- NHS hospitals and clinics
- GPs
- Social care



## Who to contact

MCH One Call  
t: 01634 891900

MCH House  
Bailey Drive  
Gillingham  
ME8 0PZ

Medway Community Healthcare provides a wide range of high quality community health services for Medway residents; from community nurses and health visitors to speech and language therapists and out of hours urgent care.

## Customer care

Please send any comments about Medway Community Healthcare services to: -

Customer care coordinator  
Medway Community Healthcare  
MCH House, Bailey Drive,  
Gillingham, Kent, ME8 0PZ  
t: 01634 334650  
[medwaycustomercare@nhs.net](mailto:medwaycustomercare@nhs.net)

All contact will be treated confidentially

This information can be made available in other formats and languages. Please contact:  
[medch.communications@nhs.net](mailto:medch.communications@nhs.net)

Ref: MCH424



## Intermediate care

Getting you home with the support you need



Medway Community Healthcare CIC providing services on behalf of the NHS  
Registered office: MCH House, Bailey Drive, Gillingham, Kent ME8 0PZ  
Tel: 01634 337593  
Registered in England and Wales, Company number: 07275637



[www.medwaycommunityhealthcare.nhs.uk](http://www.medwaycommunityhealthcare.nhs.uk)

Information



We are working together  
to make getting you  
home our priority...  
...find out more

## What is intermediate care?

**Definition:** Intermediate care prevents unnecessarily prolonged hospital stays or inappropriate admission to alternative in – patient settings. It provides a structured individual care plan that involves active therapy, treatment or opportunity for recovery.

## What happens if I go home?

If you go home from hospital and need some additional support on discharge you will be assessed under our **Home First** programme to ensure you have the right level of support to keep you safe and well. This may include:

- Specialist equipment
- An individual rehabilitation programme
- Assistance with personal care

# Home First

## Ambley Care

Our team of personal carers and enablers are provided by Ambley Care, our partner organisation and will be available to support your care needs.



The Home First team work under the guidance of the Intermediate care team, taking responsibility for the physical and emotional wellbeing and social needs of our patients for a period of time appropriate to the patient needs. If patients require longer term care a referral to social care will be completed.

## What if I can't go home straight away?

If you need further support and rehabilitation before being able to return home from hospital you will stay at one of the dedicated Intermediate care units in Medway for example at Amherst Court in Chatham.

During your time with us community services such as occupational therapists, physiotherapists, associate practitioners, nurses and care managers will work collectively with you, your family and carers to develop a personal plan just for you. This will consider both your health and social care needs to ensure you will be safe at home.

Our aim is always to support you and your family to get you to return home as quickly and safely as possible.

At the end of your stay with us, we will provide full support to you, your family and carers in arranging any further care or additional support required if necessary.

Our ultimate aim is to get you back to your maximum level of independence wherever possible.

## What to expect

- Each day you will follow an individually designed enablement programme
- The intermediate care team may visit your home to ensure you are safe to return. Once there any adjustments that may need to be considered will be discussed with you.
- We will have regular contact with your care manager, as necessary.
- If you do not have a care manager we will arrange one for you, if required.