

Following the principles within the General Data Protection Regulation (GDPR), MCH processes your data for purposes of:

- Provision of health or social care or treatment
- Medical diagnosis
- Preventative or occupational medicine
- Management of health or social care systems and services carried out by, or under supervision of, health professional or another person who, in the circumstances owes a duty of confidentiality under an enactment or rule of law

Our privacy notice is available on our website here:

<https://www.medwaycommunityhealthcare.nhs.uk/privacy/>

If you would like to view or request a copy of your patient record, please contact MCH Governance team via email medch.dataprotection@nhs.net. In most instances this service is free and we aim to provide the requested information within one calendar month.

More information can be found by visiting:

<https://www.medwaycommunityhealthcare.nhs.uk/contact-us/information-about-me/>

Leaflet reference: MCH 424

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

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

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: 0300 123 3444

medch.customercare@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

Who to contact:

8.00 am – 8.00 pm – 01634 382861

Email: medch.discharge2assess@nhs.net

Out of hours - 01634 891900



Intermediate care

Getting you home with the support you need



What is Intermediate Care?

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

What is Home First?

Staying in hospital for longer than necessary has a negative impact on how well patients recover. Once hospital care is complete, Home First enables people to be return home as soon as possible. There really is nowhere like your own home and being amongst family, friends and loved ones to help you recover from a recent illness or treatment.

Hospital may be where you get treated, but home is where you get well

People recover better at home once their treatment in hospital is complete – it is a much better place to think about the future and make important decisions than a busy hospital.

When you return home from your stay in hospital, the Home First team will aim to visit you at home within two hours of your discharge to assess what support you need. Each patient has a personal care plan and we will set goals and work with you towards them to help you regain a level of independence. This will include help from occupational therapists, physiotherapists and enablers.

You may want to include a family member or friend when we visit so they can be involved in your care and recovery too.

With you, we may look at things such as:

Do you need short term support from our services with personal care or meal preparation whilst you recover?

Do you need any equipment to help you?

Are you able to manage at home on your own after a period of time?

Will you require on-going support at home?



We want to make sure people receive the right care, at the right time, in the right place

Our team of enablers can assist you with day-to-day tasks and our therapy team will work with you to help you regain your independence. Most people recover and get stronger with help from family, friends and neighbours or with support from voluntary and community services. The duration of our support will depend on your needs, but it can be up to six weeks. If we identify that longer-term support is required we will work with you to arrange this and refer you to the correct additional help.

If you need more support and reablement before returning home from hospital, you may stay at one of the dedicated units in Medway such as Amherst Court. Our aim is to continue to help you get back home as quickly as possible.

At the end of your stay, you and your family/carers will help you to arrange any further care or additional support required, if necessary. Our ultimate aim is to get you back to your maximum level of independence.