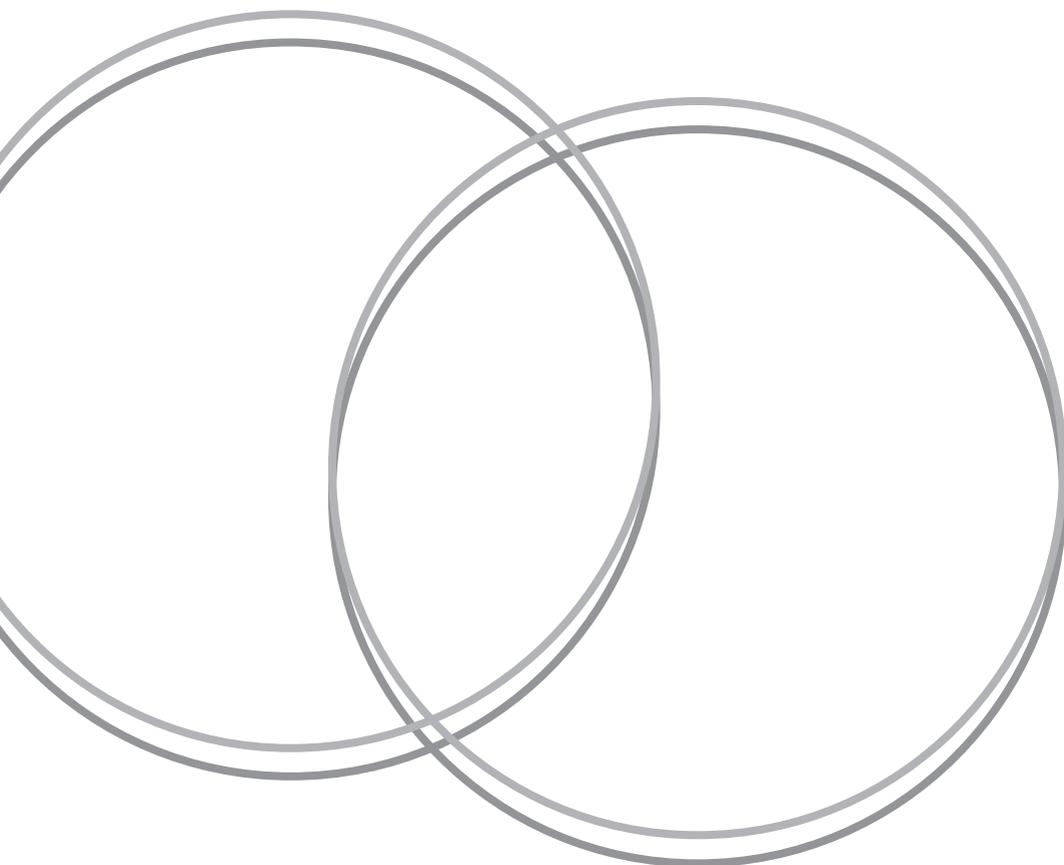




Oxford University Hospitals
NHS Foundation Trust

Hotel then home

Information for families and next of kin



**Supporting Oxfordshire
residents return home safely**

Interim Reablement Centre

To help residents leave the hospital and get back to life at home, a specially formed unit has been set up to provide short-term support while additional arrangements (“**a care package**”) are made at home.

The unit is known as the ‘Interim Reablement Centre’ and is run by the county council’s Adult Social Care services.

You have received this leaflet because your family member or loved one is well enough to leave the hospital (“**be discharged**”) but will require an at-home care package to support which is not yet available.

We would like to provide you with some more information about your loved one’s stay at the unit.

Arriving at the hotel

Your loved one will stay at the Holiday Inn at Peartree Roundabout in Oxford City, where the unit has been set up.

- They will be collected from hospital and taken to the hotel along with all their belongings and any medication they may need.
- On arrival, they will be shown to their own room which has a hospital style bed. Any other equipment such as commodes, moving and handling equipment will be provided as necessary.
- A pendant style alarm will be available in each room so that assistance from carers can be requested as required.
- All rooms will be located on the ground floor of the hotel, and is exclusively for the use of patients, visitors, and healthcare professionals only. This is to ensure individuals' privacy is respected whilst having enough space to enjoy their stay.

What will happen during your loved one's stay?

A carer and a therapist will discuss your loved one's needs with them at the start of the stay, how the team can best support them, and will create a plan based on this.

Your loved one will then work closely with the care team and your therapist to ensure this plan continues to help recovery.

Meals, activities and personal care

All meals are provided to your loved one by the hotel and can be chosen from a menu. This will include dietary requirements or other needs (e.g. soft food) they might have. Support with eating and drinking is available if needed.

Where it is possible to do so, we ask that you, and other family and friends bring in clean clothes during the stay to help keep your loved one comfortable.

Visitors at the centre

The current rules on visiting state that anyone wishing to visit you at the hotel should in the first instance call the care co-ordinator or therapy team to make arrangements: **07775502838**.

Visitors will be asked to take a lateral flow test before they come to the hotel and to show evidence of a negative result before entering. We will ask visitors for contact details for Track and Trace purposes. This will be paper record that will be destroyed after two weeks. We will not keep any of your details on file for longer than this, or for any other purpose.

Visitors will need to be limited to 2 per person at any time. It may be possible to make use of the 'Day Room' if it's available.

Please note: *at this time, the Government has not introduced any new restrictions around COVID-19. If this changes, we may need to update our guidance on visitors.*

When it is time to go home

As soon as we have organised care to support your loved one at home the on site team will let them, and you know and will make arrangements to transport your loved one home.

If you have any questions or concerns, you should speak with a member of the care team or staff.

Monica Knight Practice Supervisor OT/Project Co-Ordinator from Oxfordshire County Council and Sarah Hamblin Allied Health Professional Clinical Lead Community Services from Oxford Health NHS Foundation Trust will also be at the hotel and can answer any other questions you might have.

FAQs (Frequently Asked Questions)

How long are individuals expected to stay at the hotel?

We expect most people will be able to return home within 7-10 days, however, we aim to do this faster if we can.

Will there be enough staff to help?

Yes. There will be a maximum of 20 residents at the Interim Reablement Centre at any given time. There will be 14 carers there throughout the day and night, with at least 2 other health and therapy staff during working hours of 9am – 5pm.

Will it be COVID-safe at the hotel?

The safety and health of those coming to stay at the unit, as well as that of visitors and staff, is tantamount. Everyone transferred from the hospital will need to have had a negative COVID test within 48 hours of arrival.

Additionally, all staff and volunteers will need to have a negative COVID test every day. Visitors will also be asked to take a lateral flow test before entering and will be asked to provide confirmation of a negative test result.

We have special cleaners who will clean all rooms and communal areas thoroughly, as well as high touch points on a regular basis.

Who will pay for the care?

The costs for your loved one's care, hotel room and 3 meals a day are paid for in full by Health and Social Care. If your loved one want any extra food – such as snacks – they or you will need to pay the hotel directly for this, or we ask that you and any other visitors bring these along.

Do I need to do anything?

At this time, you do not need to do anything. We recommend you read this information carefully and call 07775502838 if you have any questions. We ask you to remember our staff are incredibly busy at this time and may not be available to take all of your calls.

Will doctors and other medical staff be available during the stay?

Only those who have been safely discharged from hospital and at the advice of their doctor will stay at the unit.

However, in the event a GP or other medical professional is needed, individuals can call their doctor on the phone. If an in-person appointment is needed, we will make all the arrangements with a local GP.

Can individuals leave the unit during their stay?

While your loved one will only be at the hotel for a very short period of time, there might be an occasion they wish to leave for a few hours. This will be made on a case-by-case basis based on their recovery and needs.

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



Making a difference across our hospitals

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