

What we do

Who is the service for?

This service is for anyone who is being or has been recently discharged from hospital. The service is free of charge except for expenses such as purchasing food or paying for transport home.

How do I refer someone?

Phone our contact centre on 01872 265300. We have a 24 hour service to take referrals. The out of hours number (between 5pm and 8.30am) is 01209 823132.

All referrals will be followed up by a return call in normal office hours (Monday to Friday) between 9am and 4pm and followed up the next working day if made on Bank Holidays and weekends.

As the home visits are with volunteers we would prefer at least 48 hours notice but may be able to deal with late discharges on a case by case basis.

Do you need further information?

Please either phone 01872 265300 or email marianne@volunteercornwall.org.uk

What information do you need from me?

- Name of referrer
- Patient name, address and contact number, condition and NHS number
- Duration of hospital stay and date and time of discharge
- Care package in place
- Other information / concerns
- Confirmation of consent

How will Welcome Home volunteers be identifiable?

They will have a photo identification badge and they will have called ahead to the patient to arrange the visiting time.

Why should I refer?

Welcome Home helps solve any possible immediate problems that have been identified in the discharge assessments, including sourcing basic food when arriving home. In conjunction with other voluntary sector providers, the aim is to assist in reducing re-admissions. It does not replace or duplicate any hospital assessments and does not replace any statutory support.



Welcome Home

Information for Professionals

Welcome Home is a new service from Volunteer Cornwall provided as a part of Living Well, to support people who are being discharged from hospital, leave hospital, or who have recently returned home. We aim to help reduce preventable re-admissions.



How Do We Help?

A trained volunteer will conduct a home visit and will:

- have a conversation to complete a simple home checklist
- identify immediate safety concerns in their home
- identify practical help such as collecting shopping or prescriptions
- provide information on other services to support their ongoing needs
- arrange for a befriender to visit if requested
- refer to statutory services if there are additional concerns identified over ongoing patient health and wellbeing

Contact us today on:

Telephone: 01872 265300

Email: marianne@volunteercornwall.org.uk

Leaflet also available in larger print format



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