



Wellbeing Lincs

Better wellbeing across Lincolnshire

Resettlement Service



Wellbeing Lincs offer a Resettlement Service for customers returning home from hospital or care.

Wellbeing Lincs offer a Resettlement Service for customers either coming home from hospital or out of care

The Resettlement Service is only accessible through a referral by:

- Hospital staff
- Adult Care
- Care home staff
- Health transport providers

Working with the hospital patient transport services, the Resettlement Service is available to anyone who is

unable to be discharged from hospital, or return home from a temporary care setting, due to lack of adequate support at home, or where professionals feel the individual needs some support on the day they return home.

The service is available from 10am to 10pm daily including weekends.



A resettlement visit can include:



- Ensuring the home is warm. Switching on any appliances that may have been switched off prior to admission, such as the heating.
- Making a drink.
- If applicable - Notifying care services that the customer is home and clarifying when the next visit is going to be.
- Help with unpacking.
- With consent from the customer we can notify any family and friends that they are home.
- We can provide some basic provisions, such as milk, tea, coffee.
- Checking the customer has food available. We can arrange the delivery of a hot meal if required*. (* Fees apply)
- If additional support is required a referral to the core service can be completed, with the customer's consent.



Wellbeing Lincs believe in a person centred approach, putting the customer at the heart of everything we do

How to access the Resettlement Service

The referrer should ring LinCare control centre on **0300 303 4430** with the following information:

- Name
- Address, including any access issues. If the property is hard to find, use the * what3words App, this can also assist in locating the property
- Date of Birth
- Any relevant medical conditions
- Identification of any risks for customers and for visiting officers
- The time the customer is due to arrive home, so that officers are available
- Any additional, relevant information

* what3words is a quick and simple way to find, share and save exact locations. Log on to: <https://what3words.com/ways-to-use> to find out more

Further Information

For more information about the Resettlement Service and the wider Wellbeing Lincs Service



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Translation statement

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