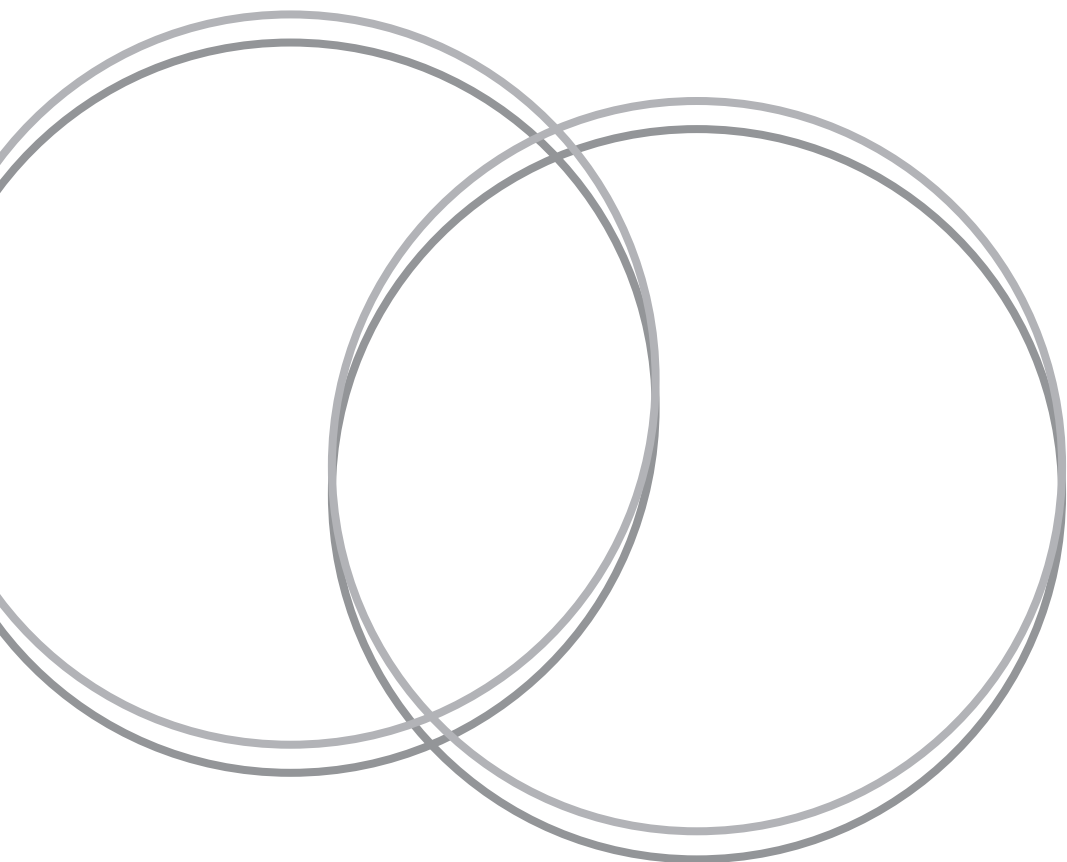




Oxford University Hospitals
NHS Foundation Trust

Hotel then home

Information for patients



**Supporting Oxfordshire
residents return home safely**

Interim Reablement Centre

To help people on their journey home from hospital and get back to life at home, we have opened a specialist unit to provide short-term care to those well enough to leave hospital, but who are awaiting additional support arrangements (“**a care package**”) in their own homes. This is called the Interim Reablement Centre and is based in the Holiday Inn, Peartree, Oxford.

This unit is operated by the county council’s Adult Social Care services with the support of health partners and an independent care agency. It provides a temporary stay to help people continue their recovery from their hospital admission, whilst ensuring they receive the ongoing care and support needed until it is available at home.

You have received this leaflet because the hospital has said that you are well enough to leave (“**be discharged**”) but your at-home care package is not yet available, and we think that this would be a good option for you.

Arriving at the hotel

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

- You will be collected from hospital and taken to the hotel along with your belongings and any medication you may need.
- On arrival, you will be shown to your own room which has a hospital style bed. Any other equipment such as commodes, moving and handling equipment will also be provided as necessary.
- A pendant style alarm will be available in each room so that assistance from carers can be requested as required. We will show you how to use this on arrival.
- Your room 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 your privacy is respected whilst having enough space to enjoy your stay.

What to expect during your stay

The care team will receive all the relevant details about you before arrival, including treatment plans, medications or other important information which may need to be considered.

A carer and a therapist will discuss your needs with you at the start of your stay, how we can best support you, and will create a plan based on this.

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

Meals, activities and personal care

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

Where it is possible to do so, we ask that family and friends bring in clean clothes during your stay.

Visitors at the centre

The current rules on visiting state that anyone wishing to see 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.

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 be required to update our guidance on visitors.*

When it is time to go home

As soon as we have organised care to support you at home the on site team will let you know and will make arrangements to transport you 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 will I 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 me?

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 my family and loved ones know where I am?

Yes. Your next of kin will have received a similar letter to you notifying them of your stay at the hotel with all the relevant details and will be able to visit you if they wish to.

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 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 my care?

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

Will doctors and other medical staff be available during my 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 I leave the unit during my stay?

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



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