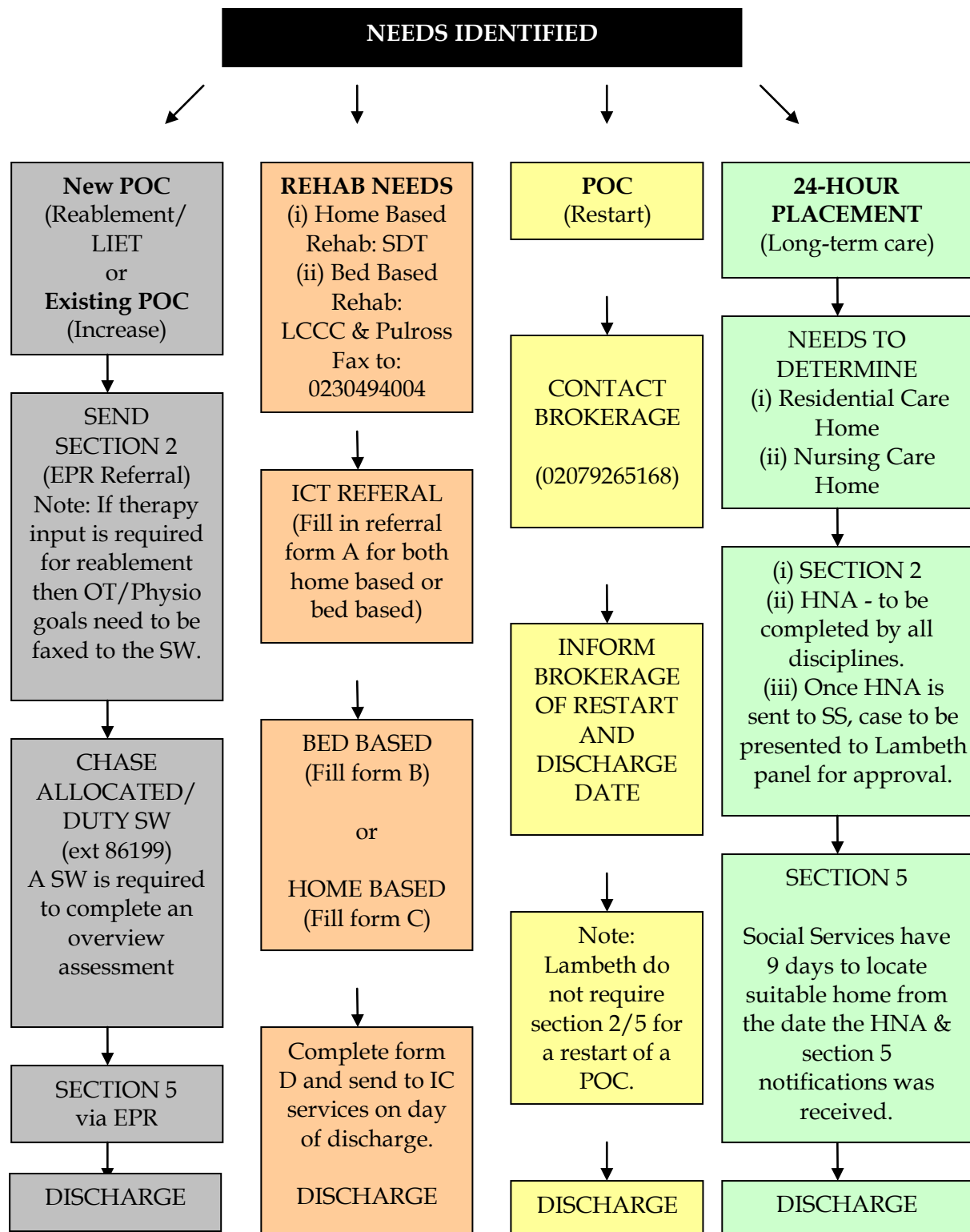


**LAMBETH - SOCIAL SERVICES & THERAPIES FLOW CHART - POPS TEAM**



## **Social Services – Main Points of Contact**

- (i) Lambeth (Hospital Social Work Department): Tel - 86198 / 86199. Fax: 86196.
- (ii) Lambeth Social Services (Info & Referral Service): Tel - 0207 926 5555
- (iii) Lambeth Social Services (OT) Tel - 020 7926 6053. Fax - 0207926 6535
- (iv) Lambeth Care Line: Tel - 0207 926 2852. Fax - 0207 926 2273 (Care Alarm)
- (v) Lambeth Housing and Homelessness Advice: 02079264200

## **Why do we need to send a Section 2 and Section 5?**

### The Community Care (Delayed Discharges) Act 2003

- (i) NHS bodies have a new statutory duty to notify social services of a patient's likely need for community care services (*referred to as an "assessment notification" or Section 2 notification*). There is a defined timescale (the minimum interval of at least three days) for social services to complete the individual's assessment and provide appropriate social care services.
- (ii) A second notification (*"discharge notification" or Section 5 notification*) follows completion of multi-disciplinary assessment and gives notice of the proposed day on which discharge will take place (minimum of 24 hours notice). A reimbursement charge of £100/£120 per day is paid by social services to Guy's and STH if the fact of social services not having met their obligations is the sole reason for the delay in discharge from hospital.

**Lambeth Discharge Information** - The distinguishing features of Lambeth social services are as follows:

- (i) No section 2 & 5 are required for a restart of a POC. Ward staff can simply ring the brokerage unit (02079265168) directly and inform them of the date and time of discharge.
- (ii) Reablement/LIET: Reablement is a service for all Lambeth residents who qualify for a Domiciliary Care Package on discharge from hospital. It aims to help people regain their independence. This provision is integrated with the Community Health Supported Discharge Team (SDT) who provides training and advice to the enablement service and support workers, who deliver most of the care.
- (iii) Placement: Patient's who are eligible for social services and require nursing or residential care will need their case to be discussed by a panel. This panel convenes every Monday and require a SW assessment and a HNA.
- (iv) NHS Continuing Care: The patient with eligibility for NHS continuing care must be considered by comparing their health needs with the health authority's eligibility criteria. In most cases, only people with high care needs or people who need specialist treatment will be eligible for care paid for entirely by the NHS.

### **Private Services - Domiciliary Care & Meal Delivery (self-referral):**

- (i) If a patient is not eligible for social services, then you can provide them with contact details of agencies that can provide private care. Note: Additionally, you can provide the patient and their family with the number for social services should they require further assistance in the community - 0207 926 5555
- (ii) Private Care Agency - Allied Health Care – Tel - 0207 403 4888
- (ii) Private Care Agency - Keratome – Tel - 0208 655 9903
- (iii) Wiltshire Farm Foods (Home meal delivery): Tel - 0800773773 (24hr helpline)

### **Community/Voluntary Supports (self-referral):**

- (i) Age UK (Lambeth): to access day activities & befriending: Tel - 02077330528
- (ii) Alzheimer's Society: Improves quality of life for individuals. Tel - 02077355850

### **Financial Support & Carer Support Services (self-referral):**

- (i) Lambeth Carer's Hub (support service to assist carers): Tel - 020 7642 0038
- (ii) Every Pound Counts (benefit advice and financial assistance): Tel - 02079265555
- (iii) Citizens Advice Bureau (Streatham Hill): Tel - 08442438430