



Proactive care of Older People who are undergoing Surgery

Department of Ageing and Health

PRACTICAL & PSYCHOSOCIAL INFORMATION FOR POPS PATIENTS

Our POPS service recognises that all our patients need to be treated differently and that there may be some individuals who find undergoing surgery more difficult than others. It is sometimes easier to talk to a professional about your feelings because you may not want to upset your loved ones. If you feel that you need some support with practical and / or emotional issues or clarification of procedures, we have a social worker on staff who is there to listen, clarify and support you and your loved ones.

Leaving the confines of the hospital and the support of the medical team on discharge may make you feel vulnerable and insecure. In the hospital environment, support and encouragement are readily available and queries are easily dealt with in a professional manner. As an inpatient you are welcome to contact the POPS social worker if you feel he can help with your thoughts and feelings about the discharge process.

Your loved ones play an important role in guiding you through the surgical process and may have many practical questions about where to obtain the best information, where to find help, support and advice about things such as welfare rights, transport, housing and emotional support.

Remember you can always make contact with our social worker if you require any additional advice, support, guidance, clarification or more information on any of the subjects highlighted in this booklet.



Proactive care of Older People
who are undergoing Surgery

*“Improving the care of older surgical patients
through collaboration, education and research”*

1. MONEY

www.direct.gov.uk
go to "Money, Tax & Benefits"

Welfare Rights & Benefits

You can seek advice from your local Citizen's Advice Bureau (CAB) for advice and assistance with benefit applications. The POPS social worker is also available to advise on social security benefits you may be entitled to. Remember every person is different and therefore you may be entitled to different benefits than others. Some general rules are outlined below.

Attendance Allowance (AA)

A tax-free benefit for disabled people aged **65 years or over who need regular attention or supervision**. Generally the help must have been needed for at least six months prior to the claim. A higher rate is payable where attention or supervision is needed 24 hours per day.

How to claim:

Online: www.dwp.gov.uk/eservice

Postal Application: Obtain application form from

- a) local social security office
- b) Disability Benefits Unit by phoning 0845 57 123456
- c) Benefit Enquiry Line: 0800 88 22 00
- d) Download: (i) print out / complete by pen

www.dwp.gov.uk/advisers/claimforms/dla1a_adult_print.pdf

(ii) Complete on screen / print out

www.dwp.gov.uk/advisers/claimforms/dla1a_adult.pdf

Useful Contacts for Benefit Advice and Information

Benefits Enquiry Line: 0800 88 22 00

Northern Ireland 0800 22 06 74

For people with disabilities and their carers

Claim line for ESA: 0800 055 66 88

DLA/AA Enquiry Line: 0845 7123 456

Carers Allowance Enquiry Line: 0845 608 4321

DWP: 0845 605 5255

DWP website: www.dwp.gov.uk

To locate your local benefit office: www.jobcentreplus.gov.uk

Welfare Rights information: www.disabilityalliance.org

Apply online: www.direct.gov.uk

Please note: When you are admitted to hospital it is your responsibility to inform the Department of Works and Pension of your admission. If you fail to inform them you may receive an overpayment on your benefit and they will ask you for the money back if they discover you have been in hospital. Also please ask your nurse for a medical certificate before your discharge.

2. ACTIVITIES OF DAILY LIVING

Southwark Social Services:	08456001287
Lambeth Social Services:	02079265555
Lewisham Social Services:	02083147777
Wandsworth Social Services:	02088718807
Westminster Social Services:	02076411175

Personal Care Needs

If you require assistance with personal care needs you can discuss your concerns with the specialist social worker who will make a referral to your local social services requesting a community social care assessment and advocating on your behalf. You can also access your local Adult Community Care Team by phoning your local authority (see above) asking to speak to the Duty Officer of the local adult team. The local team can also assist you if you need an assessment regarding any aids and adaptations placed in your home environment. Alternatively, you can request a referral to your local social services through your GP or District Nurse.

Domestic Needs

- Shopping & Food

In the first instance we recommend to seek help from a family member or friend to assist you with domestic duties. There are only a limited number of local social services that provide assistance with domestic duties, so it is advisable to seek help from family and/or friends in the first place.

However, we do advise that you do your food shopping online if you have IT skills and access to a computer. Sainsbury's, Tesco's and Waitrose have a very good online service with a charge of approximately £5-00 for deliveries. If you do your shopping this way, it means that you do not have to worry about carrying heavy items because they deliver it straight to your kitchen!

www.sainsburys.com/groceries

www.tesco.com

www.waitrose.com/shopping.index.aspx

It is also worth asking the owner of your local corner shop if they are willing to deliver essentials like milk and bread to you whilst you are ill if you live alone. I am sure they will consider it.

Wiltshire Farm Foods is a company that deliver frozen meals to your door. Their meals range from approximately £3-00 to £5-00. They operate in most parts of the UK (including Northern Ireland and some parts of the Republic of Ireland). They can provide meals according to special dietary requirements, i.e. low salt, high protein as well as alcohol-free meals. Please go to their website or phone them for more information.

www.wiltshirefarmfoods.com

Customer Services Tel: 0800 773 773

Fare Share provides food parcels made up of quality fresh food, helping vulnerable people to maintain a nutritious diet. Go to their website or contact their head office to find out if there is a project in your area.

www.fareshare.org.uk

enquiries@fareshare.org.uk

Tel: 020 7394 2468

- Laundry & Housecleaning

London:

www.marigoldcleaning.co.uk

020 7373 0400

www.homeclean.co.uk

020 7383 4958

UK-wide:

www.mollymaid.co.uk

www.wesparkle.co.uk

084 4394 0025 / 079 0159 2546

www.thedailymaidservice.co.uk

01202 759 988

www.kingsmaid.co.uk

0800 587 8301

www.premiermaids.co.uk

01795 537 208

If you need assistance with laundry or housecleaning you may want to find a cleaner to help you. We have listed a few reputable cleaning services to help you in your search.

3. CARERS

www.direct.gov.uk

go to "Caring for Someone"

Unpaid carers make an important contribution to enable their partner, relative or friend to live independently at home. Sometimes, caring for someone can be very demanding. Your local social services may be able to help carers by providing advice and information, special equipment or temporary care so that carers can take a break. You do not have to live with the person you care for to get these services.

Carers UK

www.carersuk.org

info@carersuk.org

Carers Line: 0808 808 7777

An organisation which provides carers, those supporting them, and others with national and local information about the benefits to which they are entitled to.

Carers Allowance (CA)

It is a taxable benefit for those caring for a person who need help and support for at least 35 hours per week and who receives either Attendance Allowance or Disability Living Allowance.

Benefits Enquiry Line: 0800 88 22 00

Northern Ireland 0800 22 06 74

For people with disabilities and their carers

Carers Allowance Enquiry Line: 0845 608 4321

DWP: 0845 605 5255

DWP website: www.dwp.gov.uk

4. TRANSPORT

www.direct.gov.uk
go to "Disabled People"

Disabled Persons Transport Advisory Committee
Tel: 020 7944 8011
www.dptac.gov.uk

National Rail Enquiries
Tel: 0845 7 48 49 50
www.nationalrail.co.uk
www.thetrainline.co.uk

Freedom Pass (Free Bus Pass)

You can get a free bus pass if any one of the following applies to you:

- ✓ You are blind or partially sighted
- ✓ You are profoundly or severely deaf
- ✓ You are without speech
- ✓ You have severe walking difficulties
- ✓ You do not have use of both arms
- ✓ You have a learning disability
- ✓ You are medically unfit to drive
- ✓ You get Disability Living Allowance

London: In London anyone under the age of 16 can travel free on busses and trams.

England: If you are aged 60 or over or disabled living in England, you are entitled to **free off-peak** local bus travel. Please contact your local authority to request an application form.

The Disabled Persons Railcard

www.disabledperson-railcard.co.uk

Helpline: 08456 050 525

The Disabled Persons Railcard allows you to buy rail tickets at a discount of up to a third. You can get a one-year or three-year card. **If another adult is travelling with you, they can also travel at the same discounted fare.**

Children aged from five to 16 may also be eligible for a Disabled Person's Rail card. While they pay the normal child's fare, an adult can travel with them at the discounted rate of one third off the adult fare.

You qualify if you:

- ✓ Are registered as visually impaired or deaf
- ✓ Have epilepsy, and are disabled by repeated attacks even though you receive drug treatment
- ✓ Receive Attendance Allowance
- ✓ Receive Severe Disablement Allowance
- ✓ Receive Disability Living Allowance mobility component for at least one year or longer
- ✓ Receive the higher or middle rate of care component of Disability Living Allowance
- ✓ Receive long-term Incapacity Benefit or Employment and Support Allowance plus the additional disability premiums
- ✓ Are buying or leasing a vehicle through the Motability Scheme

Blue Badge Parking Scheme

The Blue Badge scheme provides a range of parking benefits for disabled people who travel either as drivers or passengers. The scheme operates throughout the UK.

You qualify if you:

- ✓ Are receiving the higher rate of the mobility component of Disability Living Allowance
- ✓ Are registered blind
- ✓ Have a severe disability in both upper limbs
- ✓ Have a permanent and substantial disability or illness which causes inability to walk or have considerably difficulty in walking

Go to your local authority website or ring your local Town Hall for information how to apply.

Please note: This scheme does not apply in four central London boroughs, i.e. the City of London, the City of Westminster, the Royal Borough of Kensington and Chelsea and certain parts of the London Borough of Camden, around Oxford Street and Tottenham Court Road.

Motability

www.motability.co.uk

Helpline: 0845 456 4566

The Motability Scheme can help you with leasing or buying a car if:

- ✓ You're getting the higher rate of the mobility component of Disability Living Allowance.
- ✓ Even if you don't drive, you can apply for a car as a passenger and propose two other people as your drivers.
- ✓ You can also apply for a car on behalf of a child aged three or over who is entitled to the higher rate mobility component of Disability Living Allowance.

London Congestion Charge

www.tfl.gov.uk/roadusers/congestioncharging/6736.aspx

Tel: 0845 900 1234

Blue Badge holders qualify for a 100 per cent exemption from the London Congestion Charge, but you must register with Transport for London (TfL) at least 10 days before your journey and pay a one-off £10 registration fee. Ring the above telephone number or go to the website to get an application form.

Taxi schemes

Your local council may operate taxi schemes, possibly using vouchers or tokens. If you qualify to use such a scheme, you will be given a card or a number of tokens. These can be exchanged with certain taxi firms instead of cash. The local council then pays the taxi firm. Go to your local authority website or ring your local Town Hall for more information.

Dial-a-ride

Dial-a-rides are like taxis in that they can be booked to take you from door to door. They are wheelchair accessible and are generally for anyone who has difficulty with using public transport. This service has to be pre-booked. Fares, eligibility and the kind of journey you can make vary from place to place. Go to your local authority website or ring your local Town Hall for more information.

5. HELP WITH HEALTH COSTS

www.nhsbsa.nhs.uk/HelpWithHealthCosts.aspx

Reimbursement for Hospital Travel Expenses

You are entitled to claim back reasonable travel expenses for hospital visits, admission and discharge travel costs if you are on Job Seekers Allowance, Family Tax Credit, Income Based Employment and Support Allowance or have a valid HC1 certificate (if you are unsure what this is, please ask the specialist social worker to clarify).

To claim back your travelling expenses you need to produce the following documents at each visit:

- ✓ Proof of travel, i.e. bus ticket or petrol receipts.
- ✓ Proof of entitlement, i.e. letter from DWP confirming you are in receipt of income support, Jobseekers Allowance, Income Related Employment and Support Allowance or Family Tax Credit. The letter should be dated no more than three months before the date of the claim.
- ✓ If you have a valid HC2 / HC5 certificate, please show it to the transport officer (ask the specialist social worker to explain what this means if you are unsure).
- ✓ Signed appointment card or appointment letter.

The following costs **will not** be reimbursed:

- ✓ Taxi fares
- ✓ A&E attendance / discharge
- ✓ Escorts – unless accompanied by official proof that escort is necessary
- ✓ Weekend leave

Low Income Scheme

www.nhsbsa.nhs.uk/1125.aspx

T: 0845 850 1166

E: lis1@ppa.nhs.uk

The Scheme provides income related help with health costs for people who are not exempt from NHS chargeable services, but who may nevertheless be entitled to help with the following costs on low income grounds:

- ✓ NHS prescriptions
- ✓ NHS dental treatment
- ✓ Sight tests, glasses and contact lenses
- ✓ Travel to hospital for NHS treatment
- ✓ NHS wigs and fabric supports

Any help a person is entitled to is extended to their partner and dependent children, if applicable. Anyone can make a claim, providing they do not have capital exceeding £16,000.

Prescription Pre-payment Certificates (PPC)

(Only apply if you live in England)

www.ppa.org.uk

T: 0845 601 8076

E: ppc1@ppa.nhs.uk

If you have to pay for more than three prescription items in three months or 14 items in 12 months, could save money by buying a PPC.

Cost on 16 September 2011 as follows: Single item = £7-40. Three-month = £29-10. Twelve-month = £104-00. The most convenient way to pay for your 12 month PPC is by Direct Debit meaning you can spread the yearly cost over 10 monthly installments.

6. MY RIGHTS

Advance Directives (AD)

Under the Mental Capacity Act 2005 you have a right to make an advance directive. This means that you can let healthcare professionals know what your wishes are and what is particularly important to you, should you become too unwell to be able to tell anyone. Any instructions in this document only come into force when you cannot make decisions at the time you because you are too unwell. Doctors and other health care professionals must take your wishes into account if they are aware of them.

For more information about Making Decisions:
www.direct.gov.uk

Please feel free to discuss the practicalities of such a directive with our social worker in confidence. Alternatively, you can find guidelines and the appropriate format for an Advance Directive by going to:

www.southessex-trust.nhs.uk/uploaded/6.pdf

Please note: It is important you tell the appropriate health care professionals and / or your loved one that you made such a directive.

Lasting Power of Attorney (LPA)

www.justice.gov.uk

If you are 18 and older, you have a right to appoint a Lasting Power of Attorney. This means you can appoint a family member / friend to make decisions about your property and / or finances as well as your personal welfare and health at a time in the future if you lack the mental capacity to make such decisions for yourself. There may be a cost involved in the registration of such an act, but please feel free to discuss the practicalities and concerns you may have with our POPS social worker in confidence.

Please note: It is important you tell the appropriate health care professionals and / or your loved one that you have appointed an attorney.

Counseling Support

Find a therapist:

www.psychotherapy.org.uk

If you or your loved one feel you need to talk to a professional to help you make sense of your feelings, emotions and ability to cope, please feel free to contact our POPS social worker who will be able to support you and / or put you in contact with local support if necessary.

6. HOUSING

If you have difficulties with housing or are homeless or are due to become homeless, it is always advisable to access your local authority's 'Housing Options Service'. This service provides specialist advice and help to people who have housing problems. Their aim is to prevent homelessness by protecting the housing rights of private tenants, housing association tenants and homeowners facing the loss of their home.

Go to your local authority website or ring your local Town Hall or contact your local Citizens Advice Bureau to access this service. It is important that you mention your difficulties to the medical team so they can arrange with our POPS social worker to meet you, to discuss your concerns confidentially.

7. CANCER

Diagnosed with Cancer?

What about getting a wig?

If you are thinking of changing / retaining your image while you are having chemotherapy, please let us know during your admission so we can organise for the local wig supplier to visit you during your stay. You can contact the specialist social worker or the clinical nurse specialist if you need more information.

MacMillan Cancer Care

www.macmillan.org.uk

T: 0808 808 00 00

Provide practical, medical, emotional and financial support and campaign for better cancer care.

Cancer Counselling Trust

www.cancercounselling.org.uk

T: 020 7843 2292

Offers face to face counselling in London and telephone counselling across the UK.

Cancer Research UK

www.cancerhelp.org.uk

Freephone: 0808 800 4040

A charity dedicated to cancer research and providing free information about cancer and cancer care for people with cancer and their families.

8. SMOKING, DRUGS & ALCOHOL

Talk to Frank

www.talktofrank.com

Freephone: 0800 77 66 00

A - Z of drugs. Frank will answer ALL your questions about recreational drugs and alcohol.

Alcohol Concern

www.alcoholconcern.org.uk

Drink line (freephone): 0800 917 8282

This website contains a wide range of information about alcohol. You could also use the services directory, to find an alcohol advice or counselling service in your area.

Down Your Drink

www.downyourdrink.org.uk

This site is designed to help you work out whether you're drinking too much, and if so, what you can do about it.

SmokeFree

www.smokefree.nhs.uk

T: 0800 0224 332

This site is dedicated to help you quit smoking.

I hope you find this information booklet useful.

Any additional information or comments you may have that we can add to make it more comprehensive and informative will be appreciated.

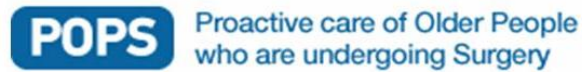
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