A message for patients

We appreciate how difficult it must be to be in hospital and be asked to allow strangers to go into your home and help to sort it out in time for your discharge.

Our team are experienced in this work, are all police checked and we pride ourselves on delivering honest, reliable and trustworthy services in the community.

We will do whatever it takes to reassure you, remove some of the worry and are happy to visit you in the hospital or another place where you may be staying temporarily.

We may need to come and collect keys from you so we can get into your home. This provides us with an opportunity to meet and for you to tell us about the help you need.

We take photographs of these visits to your home and are happy to show them to you when we return your keys.

Once we have completed, we will leave an information sheet in your home so that you and your family will know what we have done and where we have put things.

We will not take away any of your possessions.

On occasions it may be necessary to have to put a bed and/or mattress or broken chair outside the home and waste collection will need to be arranged by you, your family or carer(s) with the local council. If you need advice, give us a call.

Once home if you would like to have further work carried out, you can give us a call.

Your feedback is always welcomed.

Feedback we have received

“You guys are just angels - thank you so much”

“The place looks amazing, I thought I'd walked into the wrong house. Thank you so much.”

“I cannot praise your team highly enough, they were just lovely, lovely, lovely people and I cannot believe the difference that you made”

“Thank you so much for getting the property ready.”

Contact Us

If you would like more information or arrange a home visit for a free no obligation estimate or anything we can help with then please email us or give us a call.

t Office: 01473 345301
Homeward Bound: 07783 588023
e Info@lofty-heights.org
w www.lofty-heights.org
a Brightspace
160 Hadleigh Road
Ipswich
IP2 0HH

Registered company address:
LOFTY HEIGHTS CIC, 160 Brightspace, Hadleigh Road, Ipswich, IP2 0HH
Company Number: 08041855
VAT Number: 311 1907 47

www.lofty-heights.org
**What is Homeward Bound?**

Homeward Bound is a service that helps patients get home from hospital sooner once they are medically fit for discharge. We also help prevent people going into hospital by reducing risks of slips, trips, and falls or infection by removing excess clutter and general waste. Homes can get in a muddle for a number of reasons. Cluttered or hoarded homes can be the cause of a delayed discharge and we are trying to prevent this through our service.

Any health professional can make a referral to Homeward Bound if a small amount of decluttering or cleaning is required so that care can be provided or if space needs to be made for a hospital bed or mobility equipment to be installed in the home.

**Why might this help be needed?**

If you have been admitted into hospital in an emergency, your breakfast or tea things may still be on the table or out of the fridge. It doesn’t take long for milk to go sour or rubbish in the bin to get smelly. There might be things on the floor that could cause a trip hazard or too many possessions in a room where a hospital bed or your own bed might need to be put so that your care can continue at home.

Relatives or friends may not be available to help or may be unable to move heavy furniture. This is where our Homeward Bound Service can help. Feel free to give us a call.

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**What can Homeward Bound do?**

- We will check that internal access is clear of trip hazards.
- We will move furniture from, or to different rooms.
- We will remove furniture to outside for council collection at owners request. We will never get rid of anything without permission.
- We will clean small areas, perform a light clean for a whole room, remove any out of date food from fridges, cupboards and breadbins as required.
- We check to see smoke alarms are installed, in working order and where not replace them.
- Heating and lighting is checked, if not in working order, the referrer is made aware so arrangements can be made for repairs.
- We check the condition of the kitchen, bathroom and toilet and thoroughly clean as necessary.
- We can attend properties when hospital beds or mobility aids are being delivered by Medequip if no family are available and to prevent health professionals having to leave the hospital to oversee such deliveries.
- We check that there is credit on electric and gas meters to ensure homes are warm and comfortable for your return from hospital.
- We can clear outside areas to remove hazards so that the risks of trips and falls are reduced for visiting home care staff and others.

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**Top tips for referrers**

To help hospital discharges go smoothly

- Get permission from the patient as we cannot enter properties without consent.
- Give us much information as possible. The clutter scale within the SCC Self Neglect and Hoarding Policy will help you with this.
- Explain exactly what needs to be done i.e. moving furniture into place, make space for hospital beds and mobility aids to be delivered, clean to allow care to be put in place.
- Give as much notice as possible.
- Locate the keys - who has them and where are they? Delays can occur if access arrangements are not clear or the nominated key holder cannot be contacted.
- We will not dispose of patients possessions, so if furniture is moved, it will be placed elsewhere in the property.

**Not straightforward?**

Do you have photos that you can share as they go a long way in helping us decide how quickly we can respond to a request for help.

The more we know, the quicker we can help to get your patient home.