

Lofty Heights Homeward Bound Service

Notes for Professionals



Homeward Bound is a project to tackle delays in getting people home from hospital or to prevent a hospital admission. It is limited to a maximum of 4 hours and is not to be confused with our declutter service. This service can be referred to by an NHS professional and means the recipient will not have to pay for this help as it is funded for them by Ipswich and East Suffolk CCG.

Top Tips

- Give as much notice as possible: we allocate the week's work on a Monday morning.
- Being realistic: look at the clutter scale. If your patient indicates No.4 (available on our website) or above, we may not be able to carry out the work as part of this project
- Get permission: We need consent to enter the property
- Locate the keys – who has them and where are they – the most likely delay is lack of access or being unable to contact the nominated access person
- We cannot dispose of items so if furniture is moved it must have somewhere to go
- This work is limited to 4 hours including travel time. It is not a full declutter
- Not straightforward? Do you have photos – We have limited time to complete each job but the more information we have the quicker we can give you an answer

To Use the Homeward Bound Service

1. Call: **07783 588023** or **01473 345301**
2. We will take all the information needed to make the booking
3. Explain what needs to happen: i.e. moving furniture to allow for existing furniture to be moved into place, make space for medical equipment to be delivered, clean to allow care plan to be put in place
4. We will tell you when we expect to assess