

Hospital to Home Recovery Package Guide

Professional Recovery Support from Hospital Discharge
Through to Confident Independent Living

✓ CQC Registered

✓ 24-48 Hr Response

✓ Chelmsford Based

✓ Healthcare Coordinated

Coming home from hospital can be one of the most overwhelming experiences for patients and families alike. The NHS discharges patients when they are **medically fit** — but that does not always mean they are ready to manage safely at home alone.

Papa Home Care's Hospital to Home Recovery packages provide **structured, intensive support** during those critical first weeks — helping you or your loved one recover safely, rebuild confidence, and avoid hospital readmission.

30%

of elderly patients
fall within 30 days
of discharge

Up to 45%

readmission risk
reduction with
structured recovery

24-48 hrs

our typical
response time
from your call

£995

starting price
for a 2-week
recovery package

What Makes Our Service Different

Most care agencies treat hospital discharge as just another hourly booking. We have built purpose-designed recovery packages with structured timelines, goal-focused reablement, and direct healthcare coordination — making us one of the few providers in Chelmsford to offer this as a specialist service.

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Is Hospital to Home Recovery Right for You?

Our recovery packages are designed for anyone leaving hospital who needs more than occasional visiting care — but does not require long-term residential support. If any of the following apply, we can help:

Hip or Knee Replacement	Post-operative mobility support, physiotherapy exercise encouragement, safe transfers
Stroke or TIA Recovery	Relearning daily routines, confidence rebuilding, coordination with rehabilitation teams
Cardiac Surgery / Event	Medication monitoring, activity management, breathlessness support
Falls & Orthopaedic Injury	Falls prevention at home, mobility aid use, safe movement training
Serious Infection	Rebuilding strength and nutrition, medication management, preventing repeat admission
Major Surgery	Intensive daily support, wound monitoring, coordination with district nurses
COPD / Respiratory Illness	Breathlessness management, gradual activity increase, symptom escalation
Cancer Treatment Recovery	Nutrition, fatigue management, symptom monitoring and reporting

What Every Package Includes

✓	Daily Personal Care	Washing, dressing, continence care, grooming — maintaining dignity during recovery
✓	Medication Management	Collection from pharmacy, timely administration, MAR chart completion, side-effect monitoring
✓	Meal Preparation & Nutrition	Nutritious meals supporting healing, hydration monitoring, dietary requirements
✓	Mobility & Falls Prevention	Safe movement support, physiotherapy exercise encouragement, home hazard review
✓	Healthcare Coordination	Liaison with your GP, district nurses, physiotherapists, and hospital discharge team
✓	Emotional Support	Consistent familiar carers providing reassurance and confidence during vulnerable recovery
✓	Family Communication App	Real-time visit updates, photos, medication confirmation — visible to all family members



24/7 Emergency Line

Urgent contact line for families or clients if a concern arises between visits

Choose Your Recovery Package

Our three fixed-price packages provide clear, transparent support with no hidden costs. Each is structured to deliver **intensive early support** that gradually reduces as your independence and confidence return.

PACKAGE 1	2-Week Standard Recovery	£995
Best for: Minor surgery, infections, standard procedures, uncomplicated recoveries needing structured support		
Visit schedule: Daily visits (1-2 hours/day) for 14 days		
Typical conditions: Appendectomy, pneumonia, UTI, gallbladder removal, hernia repair, standard medical admissions		

PACKAGE 2 ★ MOST POPULAR	4-Week Extended Recovery	£1,695
Best for: Moderate surgery, orthopaedic procedures, cardiac or stroke recovery — where 2 weeks is not sufficient		
Visit schedule: Daily visits (1-2 hrs) weeks 1-2, reducing to alternate days weeks 3-4 as independence returns		
Typical conditions: Hip or knee replacement, stroke or TIA, cardiac surgery, spinal surgery, major abdominal surgery		

PACKAGE 3	6-Week Intensive Rehabilitation	£2,495
Best for: Major surgery, complex or multiple conditions, high readmission risk, full reablement required		
Visit schedule: Daily visits (2 hrs) weeks 1-3, gradually reducing weeks 4-6 with weekly goal reviews		
Typical conditions: Multiple procedures, complex stroke, COPD exacerbation, severe frailty, cancer surgery, serious trauma or injury		

Not sure which package is right?

Don't worry — we assess your needs during a free home visit (or in-hospital consultation) and recommend the most appropriate package. If you recover faster than expected, we reduce support. If you need longer, we extend at the standard hourly rate (£29.50/hr). You are never locked in.

How It Works — Step by Step

1

Contact Us — Even Before Discharge

Call 01245 20 3550 as soon as you know discharge is approaching. We can liaise directly with the hospital discharge team and conduct our assessment on the ward if needed. We mobilise fast — often within 24-48 hours.

2

Free Assessment (Home or Hospital)

Our Care Manager meets you to understand your condition, home environment, daily routine, goals, and family situation. We identify what practical and medical support is needed and which package best fits.

3

Personalised Recovery Plan Created

We produce a written recovery plan with clear goals, visit schedule, medication plan, and healthcare contacts. You and your family review and approve it before care starts. A dedicated carer team is assigned — you'll meet them before day one.

4

Care Begins — Day of Discharge

Your care begins the day you arrive home. Intensive daily support in the early weeks gives you safety and confidence when you need it most.

5

Weekly Goal Reviews & Gradual Reduction

Every week we review your progress against recovery goals. As your independence returns, we reduce visits — keeping costs proportionate to your improving needs.

6

Transition to Ongoing Care (If Needed)

When your package ends, we can transition you seamlessly to ongoing personal care or companionship visits — or close your care if you are fully independent.

Our Reablement Approach

We do not create dependency — we build independence. Our approach is **goal-focused reablement**, meaning we actively encourage you to do tasks yourself as soon as it is safe to do so.

Week	Personal Care	Medication	Mobility
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Week 1	Full carer assistance	Full management	Supported transfers only
Week 2	Carer assists, you lead	Supervised prompting	Walking with supervision
Week 3	Independent, carer present	Self-managed + check-in	Independent short distances
Week 4+	Fully independent	Fully self-managed	Building confidence daily

Hospital to Home vs Standard Home Care

Feature	Papa H2H Package	Standard Home Care
Start time	✓ 24-48 hrs (urgent response)	1-2 week waiting list
Hospital liaison	✓ Direct coordination with discharge team	Rarely included
Structure	✓ Fixed package, clear timeline & goals	Open-ended hourly visits
Rehabilitation focus	✓ Goal-oriented reablement built in	Task completion only
Healthcare coordination	✓ Included (GP, nurses, physio)	Extra cost or unavailable
Cost transparency	✓ Fixed package price upfront	Hourly — total unknown
Reducing support	✓ Planned reduction as you improve	Fixed schedule until cancelled
Family communication	✓ Real-time app updates + photos	Basic visit notes only

Clear, Transparent Pricing — No Hidden Fees

Package	Duration	Price	Best For
Standard Recovery	2 Weeks	£995	Minor surgery, infections
Extended Recovery	4 Weeks	£1,695	Hip/knee, stroke, cardiac
Intensive Rehabilitation	6 Weeks	£2,495	Major/complex surgery, full reablement
Post-Package Ongoing Care	Ongoing	£29.50/hr	Continuing personal care after package ends

Funding Options

• Self-Funding	Pay directly — full flexibility, no waiting, immediate start
• Direct Payments	Essex County Council may fund recovery support following a needs assessment
• NHS Continuing Healthcare	Fully funded care for those with a primary health need — we can help you apply
• Attendance Allowance	Up to £108.55/week for those aged 65+ — can offset package costs

• **Personal Independence
Payment**

Up to £114.60/week daily living component for eligible adults

Frequently Asked Questions

Q Can you start before my discharge date?

Yes. We can attend the ward, speak with discharge coordinators, and have everything ready for the day you arrive home. Call us as soon as discharge is anticipated.

Q What if I recover faster than expected?

Wonderful news — we celebrate that and reduce support accordingly. If you are independent by week 3 of a 4-week package, we wrap up early. We are goal-focused, not time-focused.

Q What if I need longer than the package duration?

We extend at our standard personal care rate of £29.50/hour. There is no penalty and no disruption — you simply continue with the same familiar carers.

Q Will I get the same carers throughout?

Yes. We assign a dedicated team of 2-3 carers to ensure consistency throughout your recovery. Familiar faces are essential for confidence during vulnerable periods.

Q What if I am readmitted to hospital?

We pause your package and resume when you return home. You are not charged for days you spend in hospital.

Q Do you work with Broomfield Hospital discharge teams?

Absolutely. We have established working relationships with Broomfield Hospital, Springfield Hospital, local GP practices, and district nursing teams across Chelmsford and Essex.

Q Can family who live far away stay informed?

Yes — our family communication app provides real-time visit updates, care notes, and photos after every visit. Whether your family is in London or Australia, everyone sees exactly what is happening.

Q Is this the same as a care home?

No — you remain in your own home throughout. You keep your independence, your belongings, your routines, and your front door. We come to you.

Ready to Arrange Your Recovery Package?

Call us now — even if discharge is tomorrow. We mobilise fast and can often have care in place within 24-48 hours. Free assessment, no obligation.

📞 01245 20 3550

✉ enquiries@papahomecare.co.uk

■ papahomecare.co.uk

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