

# Home at Last

Seniors and Adults (18+)



## Overview

Home at Last supports adults who require assistance to settle back at home after a hospital stay – a Personal Support Worker will assist the client in transitioning from hospital to home, which may include driving/accompanying the client home or being at their residence when they arrive home; picking up medications and/or groceries to support their recovery; preparing a small meal on the day of their return; providing personal care and/or homemaking services on the day of their return.

The client will also receive a follow-up call within a week of being settled back home, and a visit to check on their well-being may be arranged if needed.

## Eligibility Criteria

This service is suitable for any client who is frail, has special needs, or has needs related to ageing or disability; and requires additional settlement support after discharge from hospital.

## Service Provider

Service is provided by certified Personal Support Workers with experience driving clients and the training needed to prepare them for most situations – including First Aid, CPR (level C), safe lifts and transfers, and safe oxygen handling, among others.

Transportation may be provided through the staff's own vehicle or using a CCD accessible vehicle. Staff are licensed to drive in Ontario, carry their own insurance and undergo a rigorous screening process before undergoing thorough onboarding.

## Limitations

All rides must be booked through Community Care Durham. Community Care Durham assumes no liability or responsibility for services undertaken or arranged without the knowledge or approval of the local office.

Clients must have a pathway from their door to the vehicle that is safe and free from obstacles and hazards, and free from ice and snow during the winter months. If the walkway or entryway are unsafe for the staff or client, staff may be unable to complete the HAL service as required.

## **Cost**

There is no cost to the client or their care partners for the Home at Last service.

## **When Booking a Drive**

HAL services are arranged by nurses and social workers at our Lakeridge Health partner hospitals.

HAL operates Monday to Friday from 9:00 a.m. to 5:00 p.m., for any resident of Durham Region being discharged from hospital in Durham Region or a neighbouring community including the Greater Toronto Area.

## **Contact**

Inquiries may be directed to the Home at Last Program Assistant at **905-914-1574**.

## **Related Services**

<https://www.communitycaredurham.on.ca/services/transportation/>