

APPENDIX

What is Care Closer to Home?

Care Closer to Home is a “new model of care” that involves a shift from hospital-based care to home-based care. It is also called *Care at Home*, *Hospital at Home* and other similar names. Following assessment, a hospital inpatient who might previously have been kept in hospital is discharged to receive further care in a home setting (usually the patient’s own home but sometimes the home of a relative or friend). Upon discharge, the patient is allocated a home-care package. This can include both nursing/medical care (provided by community and district nurses, healthcare assistants, occupational therapists, physiotherapists, etc.) and personal care (support with e.g. going to the toilet, washing, dressing and eating).

YOUR DATA IS SAFE WITH US

Data protection

SOHS Devon is committed to protecting your privacy and processing your information in compliance with the Data Protection Act 1998. This act requires organisations that process sensitive personal information to register with the Information Commissioner’s Office (ICO). Our registration number is ZA266945. Our entry in the register can be found here: <https://ico.org.uk/ESDWebPages/Entry/ZA266945>

How will we handle your completed survey?

SOHS Devon has a “Policy for handling completed SOHS Devon *Care Closer to Home* surveys”. This policy is designed to ensure that: a) your personal data is protected at all times and only accessible to a limited number of logged individuals; and b) your survey responses are rendered anonymous upon transfer to our online database. Policy is freely accessible on our website at www.sohs.org.uk.

What is SOHS Devon?

Save Our Hospital Services (SOHS) Devon is a voluntary, non-party-political organisation that campaigns against proposals to downgrade and close health services in Devon.

What is the survey and what is its purpose?

The *Care Closer to Home* Survey is a paper and online questionnaire survey designed, promoted and managed by SOHS Devon. The purpose is to collect information on how patients and their spouses/partners/relatives/friends are experiencing *Care Closer to Home*.

How will we use your information?

SOHS Devon will use your information: a) to carry out or commission evaluation of how *Care Closer to Home* is working in practice; b) in the event that areas of concern are identified, to compile or commission a report for the attention of the health authorities, the government and the public; c) to generally support our campaigning work.

Will we share your information with third parties?

All survey responses that we receive, whether on paper or online, will form a single dataset stripped of all identifying information that could associate it with any individual survey participants. The dataset may be made available to other campaigning organisations that broadly share our objectives, including in other areas of the country. The dataset may be supplemented if we extend the survey to other areas. Upon dissolution of SOHS, the dataset may, at our discretion, be made available to the public health authorities.

What will ultimately happen to your information?

Upon dissolution of SOHS, all paper surveys will be destroyed by shredding. The anonymised dataset will be made available to the public health authorities and/or archived.

Questions

If you have any questions about this survey, its purpose and how your information will be processed, or if you have feedback, please write to: SOHS Survey, 8 Penrose Square, Barnstaple, Devon EX32 8NH.