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Lancashire Teaching
Hospitals
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Information for patients and carers

Planning your discharge together



Excellent
care with
compassion

Nursing Directorate – Discharge Services

  @LancsHospitals

Our number one priority is to support you to recover safely so you can return home as soon as you are medically fit and able.

It is important that, together with you, we plan for your discharge as soon as possible. When you are admitted to our hospital, we will start planning for your expected date of discharge, which will be noted next to your bed.

We will keep you and your family or carer involved throughout the discharge planning process, which will cover everything that you might need such as transport, equipment and any other areas of support. This will help us to make sure you leave hospital in a safe and timely manner. We encourage patients and families to ask questions about discharge early in your stay so that you can be involved in the planning.

Our services, as much as possible, function over seven days so that your discharge is not delayed at the weekend. You can expect ward rounds to take place every day in most of our wards and a daily review by one of our senior doctors (a consultant or a registrar). We also use 'criteria led discharge' especially at the weekend. This means that when you meet certain criteria set by your senior doctors and clinicians, such as blood results being within normal ranges, you will be discharged.

Please share this information with the people who are important to you and involved in your discharge arrangements.

Why your hospital discharge is important

You will only leave hospital when you are medically well and it is considered safe to do so by your medical team, as we all know that, when you no longer need hospital care, you will recover far better at home or a temporary community location.

- Nobody wants to stay in a hospital any longer than is necessary. If you're more than 80 years old, spending 10 days in a hospital bed can equate to 10 years of muscle wasting

- Meaningful and accurate assessments of your needs, as well as ongoing decisions about your care, are better made when you are outside of the hospital in familiar surroundings. These familiar surroundings also provide the best potential for you to be as independent as possible
- Very sick and unwell patients may not be able to access the urgent hospital bed they need if this is occupied by a patient who no longer needs to be in the hospital
- Being in hospital with others who are unwell can sometimes increase the likelihood of you acquiring an infection

What you can expect as our patient

1. Expected date of discharge

Within 24 hours of being admitted, your consultant or senior doctor will set an expected date of discharge. This will be based upon your clinical needs and when he or she feels you are most likely to be well enough to go home.

2. A named person to facilitate your discharge

You will be given the name of a person on the ward who will answer your questions and support you throughout your stay in hospital.

3. A right to high quality information and support

If you are discharged to your home with support, or to a temporary community location, the NHS and local authority will do all they can to help support you in your decision making and keep you informed. This means:

- You, and with your permission your family and carer will be involved in all decisions about your ongoing care and treatment and given clear information. While NHS care is free, certain types of social care are not. A hospital social care worker or discharge facilitator can discuss what this might mean for you

How you can help with your discharge

It is very important that you can answer these four questions every day, if not please ask a member of the team caring for you:

- Why am I here?
- What is going to happen to me now, later today and tomorrow?
- What needs to happen for me to go home?
- What date am I going home?

It would also help if you could ensure you have suitable clothes and your house keys or you have access to your property for when you do go home. It is never too early to make sure these important items are in place and communicated with your care team. If there is anything else that we can help you with to ensure a speedy return home, please speak with your discharge facilitator.

Further assessments

Once you have been declared medically well, you may require further health and social care assessments. Any further assessments that you need will be completed outside of the hospital setting, in line with national guidance and within your own home wherever possible. Your discharge facilitator will discuss this with you. We will not undertake any tests that can be done outside of hospital when you are ready to leave hospital.

On your discharge day

You will be given a discharge summary letter a copy of which will also be sent to your GP electronically.

We will always aim to get you home early on your day of discharge rather than keep you in hospital for longer than necessary. If your family are collecting you, please ask them to arrive before 10 am, most

patients will transfer to the discharge lounge on the day they are due to go home.

If you require support to get home, then you will be transferred to the discharge lounge whilst you wait for the transport to arrive. If you cannot make your own arrangements to get home, then there are other services that may be able to support you.

1. Take Home and Settle

This service is available free of charge and available if you are able to travel in a car with low level assistance. You are taken home, helped to settle and have essential shopping done. They can make light refreshments and can advise on other services that may be useful to you.

2. Hospital passenger transport

This is only available for people who meet strict medical criteria, something your discharge facilitator will be happy to discuss with you. Please remember that if you are not eligible for hospital transport then you will need to arrange your own transport home.

3. Your medication

Medication you brought into hospital and still need will be returned to you before you leave.

If you started new medication during your stay, you will be given a supply to take home. We will explain your medication to you before you leave. Each new medicine will have an information leaflet telling you what it is used for and any possible side effects. Please speak to your care team if you have any questions about these.

Temporary care arrangements

In line with national guidance, you will be unable to remain in a hospital bed whilst you wait for the services to be in place to meet your needs on discharge. You will be discharged to an alternative setting if the service to support you at the time of discharge is not available.

This will also happen if:

- The service you require does not have immediate capacity to achieve discharge
- Your preferred choice of care home is not currently available
- You have not yet made a decision regarding your ongoing care
- You are waiting for assessments to be carried out or funding agreements to be made

After you are discharged

1. Follow up appointments

If you need a follow-up medical appointment or any further investigations, we will arrange this before you leave, or will contact you as soon as we can when you get home.

When you are discharged, we will send your discharge information to your registered GP within 24 hours of you leaving hospital. This will tell your doctor everything they need to know about your stay in hospital, your medication and your discharge location.

We will provide you and your family or carers with a contact telephone number in case of any medical difficulties following discharge.

2. Help at home

If you need any help at home when you are discharged, community support services will be arranged before or upon your return home, this will have been discussed with your discharge facilitator prior to you leaving hospital.

3. Further information

You will be provided with an information leaflet about your discharge pathway and any useful contact numbers relating to this should you need to get in touch after you leave hospital.

Feedback

We hope you are happy with the way we have cared for you during your stay. If you have any concerns with the information, support and options you have been given and want to discuss this during your stay, our ward staff will be able to advise you what to do. We would always encourage you to let us know so that we can aim to resolve any queries or difficulties for you before you leave hospital. We value your opinion and want to hear your views. You will be invited to complete the Friends and Family Test when you are ready to be discharged. Completing this will help us to learn from your experience.

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Gujarati:

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપા કરીને પૂછો. આ માહિતી મોટા છપાણામાં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

Romanian:

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi.”

Polish:

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

Punjabi:

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲੋਂ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਯਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

دوسری زبانوں اور برائی اگر آپ کو ہی معلومات سمجھنے کے لیے مدد کی ضرورت ہے تو
یہی چھپا میں یہی ابی دست ہو سکت ہے براے مہر بیان پوے چھدی۔ معلومات

Arabic:

مطبوعة با حرف كبير ة و بلغات إذا كنت تريد مساعدة في فهم هذه لمعلومات يُر جى أن نطلب
أخرى يمكن تو فسير هذه المعلومات

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