



Information for
patients and
carers

Discharge Lounge

What is the Discharge Lounge?

The Discharge Lounge is a designated unit which provides you with a relaxing environment, comfortable seating, television, and activities such as playing cards, dominos, and puzzles.

Hot meals, snacks and refreshments are provided throughout the day, with breakfast club starting at 8am.

Staff will be able to assist you with all your care needs whilst in the discharge lounge.

On the day you leave hospital you will be moved to the Discharge Lounge before 12 mid-day by the Discharge Lounge Transfer Team, who will collect you from the ward, ensuring you have all your belongings and medication from your locker.

You will be provided with either a bed or a chair dependent on your needs and mobility.

The Discharge Lounge is staffed with Registered Nurses and Health Care Assistants who will facilitate your discharge.

The Discharge Lounge staff will work closely with your ward staff, doctors, and pharmacy.

Transport requirements will be discussed with you to facilitate your safe discharge from the hospital.

The Discharge Lounge is situated on Blue Street near the main entrance of the hospital.

The time you spend in the Discharge Lounge will depend on the following:

- Discharge Letter being written by your ward Doctor
- Medication being checked and dispensed by pharmacy
- Transport home

The Discharge Lounge staff will:

- Ensure you understand your discharge letter and any medications you are required to take home
- Administer any medication you are prescribed whilst in the Discharge Lounge
- Liaise with Family-Friends / Northwest Ambulance to ensure correct mode of transport is arranged
- Contact your next of kin / family / friend
- Give any health education on discharge

Car Parking

As we are very close to the main entrance this will allow you family/friend to be able to park for free for 30 minutes whilst you are collected from the Discharge Lounge.

When we have given you your discharge letter and medication the Discharge Lounge staff will help you contact your family to advise you are ready for collection.

Transport

Transport arrangements should be arranged with family and friends. If you qualify for hospital transport the staff in the discharge lounge will arrange this for you. However, we regret that we will be unable to give an exact time of their arrival.

Feedback

Whilst in the Discharge Lounge we would value your feedback on the time you have spent with us in the Discharge Lounge, as this allows us to look at ways in which we can improve the service we offer.

If you have any suggestions, please share them with a member of staff or complete a Friends and Family Test questionnaire form which are available around the Discharge Lounge.

Everyone in the discharge lounge was nice and welcoming, anything I need they help me with it.

Courteous staff.
Pleasant ambiance.
Room airy but warm and comforting. Staff introduced themselves and attended my needs. Thank you :)

A comforting welcome.
Easy to relax.
Very spacious and clean.
Supportive, kind, caring staff x

Contact details

Should you require further advice or information please contact:

Discharge Lounge **01772 523353 / 01772 523182** and **01772 52523153**

The Discharge Lounge is open 7 days a week from 8am.

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 ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

دو سر ی زبانوں او ر بڑی اگر آپ کو ہی معلومات سمجھنے کے لیے مدد کی ضرورت ہے تو یی چھپا یں ییہ ابی دست بو یسکت ہے برا ے مہر یان پو ے یچھہی۔ معلومات

Arabic:

مطبوعه بأ حروف كبيره و بلغات إذا كنت تريد مساعده في فهم هذه لمعلومات يُرجى أن تطلب أخرى يمكن تو فسير هذه المعلوما

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