

Planning your discharge from hospital

An information guide



Planning your discharge from hospital

This leaflet is intended to help you, your carer, your relatives and friends understand how your discharge or transfer from hospital will take place.

We want to give you the support you need to get home as quickly as possible as we know this helps to prevent deconditioning, blood clots and some serious hospital associated infections. Most people who have been unwell and in hospital can be discharged back to their own home as soon as they have improved enough to be able to rest at home. However, some people may require care after their hospital stay, such as intermediate care, temporary care provided in their own home or longer-term care such as residential or nursing home 24 hour care.

We will involve you in all the decisions about your care, treatment and discharge, and give you all the information and support you need to make the best decisions. If you want to discuss your discharge, please speak to a member of staff on the ward or ask to speak to someone from the Integrated Discharge Team.

How will I know when I will be fit for discharge from Hospital?

We will inform you when your treatment is due to end and when you would be considered well enough to leave hospital (this is called an expected date of discharge). Your expected date of discharge is determined by the doctors, nurses and therapists who are familiar with your current illness. We aim to tell you your expected date of discharge within 48 hours of you being admitted to hospital and will discuss with you if this changes.

How will you make sure my discharge is safe?

We will advise you how to access information, advice and support to help you make decisions about your discharge. This will include helping you to understand your care needs, the process of assessing your needs and the care options available to you.

With your permission, we will request assessment(s) to find out what needs you have and the services you might need to be safely discharged from hospital. The assessments could be for social care, support at home, any adaptations needed and eligibility for NHS continuing healthcare.

If you are homeless or if you do not have safe secure housing to return to after your stay in hospital please talk to a member of the ward team who will be able to put you in touch with people who can help. The sooner we know, the sooner we will be able to help you find a safe place to stay when you are medically ready to be discharged.

It may be necessary to assess how any ongoing care will be funded, although in most circumstances to avoid any delay this will be carried out after you have been discharged. It is important to note that whilst NHS care is free to everyone, depending on your assessed needs social care may require you to financially contribute. Speak with your named staff member to find out what the time limits are for free care and what this might mean for you.

How quickly will I be discharged?

Once you have received information about the discharge choices that are available to you, we will work with you to make a decision about your destination upon discharge. We will start to work with you from when you are admitted to hospital to plan your discharge, ready for when the clinical team feel you are ready to leave the hospital. This will help us to plan your ongoing care outside of

hospital to commence as soon as you are declared ready to leave the hospital by the clinical team. **We require you to make a decision as soon as possible to allow all necessary arrangements to be made and avoid you staying in hospital when you no longer need to.**

If it is likely you will require 24 hour care after hospital you may wish to arrange for yourself or a family member to meet with care providers whilst you are in hospital, and before the clinical team advise you are ready to leave the hospital. We will do our best to help make this possible for you and you will be able to speak with either a Social Worker or Discharge Co-ordinator about these choices.

If your preferred choice of care provider is not available when you are ready for discharge, an alternative option will be arranged for you temporarily.

It is not possible for you to wait in this hospital, once you no longer need hospital care.

Whilst you will not be asked to leave hospital until you are medically ready, leaving hospital as soon as possible after this will allow you to recuperate and give you more independence than being on a hospital ward. Hospitals are not places of safety and longer stays in hospital are associated with an increased risk of serious infections, falls, blood clots, low mood and general deterioration once medically fit for discharge. We know that patients who are discharged sooner, particularly with family support, do better or can be looked after in more peaceful settings with more privacy and dignity.

If you remain in hospital longer than is necessary, severely ill patients who require hospital treatment may be unable to access a bed and operations may have to be cancelled if beds in the hospital are occupied with patients who are medically fit for discharge.

However, our main concern is for the increased risks for you which we have mentioned above.

Discharge Lounge

On the day you are due to leave hospital, you may be transferred to a discharge lounge whilst your transport and medication are being organised. You will be well cared for here by members of the hospital team. The facilities in the discharge lounge include comfortable chairs, toilet facilities, a television, snacks and drinks are available for your comfort.

What happens once I'm home?

When you are discharged your GP will be informed about the care you have received in hospital including any new care recommendations made by the hospital clinical team. The ward staff will give you any specific information relating to your aftercare arrangements. Your GP has access to a wide range of community support staff that may be able to help you after you have been discharged from hospital.

The Trust's Discharge and Supporting Choice Policy

We want to support you and your family throughout your discharge from hospital. If it is considered that you are ready to be safely discharged from hospital but you or your family's individual care choices are delaying your discharge from progressing, we will follow our Discharge and Supporting Choice Policy.

If you wish to make a complaint or appeal against any part of the discharge process then please do speak to the ward teams or discharge team, or contact our Patient Advice and Liaison Service (PALS).

How to contact PALS

Call 0161 604 5897 between 9.30 am and 4.30 pm Monday to Friday or drop into one of the PALS offices near the main entrance at each hospital site. The opening hours are 9.30 am to 4.30 pm on all sites.

You can also email pals@pat.nhs.uk. Alternatively you can write to:
PALS Dept, Ground Floor, IM&T Building, North Manchester General Hospital, Delaunays Road, Crumpsall, M8 5RB.

If you would like a copy of this leaflet to be given to someone else or you have any questions, please speak to one of the nurses on your ward or any member of the team caring for you.

Notes

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).



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