

# Patient Discharge Handbook

Preparing for leaving hospital

My name.....

My expected date of discharge (EDD).....

My key worker.....

Contact Number.....

Name of main carer/relative/friend.....

Contact Number.....



## What is this handbook for?

While you are here, the hospital staff will make sure you get the best possible care. When your treatment comes to an end they will work with you and others caring for you to help you return safely home. We understand that you may find going home daunting, especially if you have been in hospital for a while. This handbook will help you plan how you leave hospital.

- It explains the different services you may need and the arrangements that can be made to support you when you leave.
- Use this handbook to note the services arranged for you, any concerns you may have or issues you may need to discuss
- Please keep it with you in hospital and take it home when you go.

## How will my return home be planned by the team looking after me?

### We will involve you and keep you informed

We will talk with you as soon as possible about when we think you might be able to go home. We will discuss whether anyone else, such as family members or a partner, need to be involved in any decisions. If you have any questions, we will do our best to answer them. You will be allocated a keyworker on the ward, from our hospital team, who will be able to talk to you about any concerns you may have about leaving hospital.

### We will assess your strengths and needs

We will talk with you about what is working well at home and whether you need any more support to remain healthy and independent. We can then make sure that you receive the care and support you need in the best place whilst further assessments are carried out. This helps you recover and remain well.

### We will prepare you to leave hospital










When you are discharged home, it is important to us that you will be safe and able to manage. If it is felt that you would benefit from further assessment at home to ensure you have the support you need, we will refer you to Community Services who will assess your needs in your home and identify the support you need. We call this **Discharge to Assess** or **D2A**. The community services will support you for up to three days while this assessment is completed, and if it is identified that you need further support to remain safe at home, you will be referred to the appropriate service, e.g.:

- Responsive services
- Community therapy
- Community nursing
- Proactive care
- Carers support service
- Adult Social Care
- Voluntary services

If we think that you need one or more of these services, this will be discussed with you and the people supporting you.

## Let's Keep You Moving

We will look at what you were able to do before you came into hospital to make sure we understand how best to support and encourage you to keep moving. Please tick the relevant boxes below, please ask your key worker/carer/relative/friend to assist you to if necessary.

 <p>I/the patient has had a full assessment to help us understand how I/they normally move about?</p> <p style="text-align: right;"><input type="checkbox"/></p>	 <p>The hospital has discussed potential challenges that may stop I/ the patient from being able to get out of bed?</p> <p style="text-align: right;"><input type="checkbox"/></p>	 <p>I/the patient needs glasses and/or a hearing aid?</p> <p style="text-align: right;"><input type="checkbox"/></p>
 <p>I/the patient has the right equipment to help move about?</p> <p style="text-align: right;"><input type="checkbox"/></p>	 <p>I/the patient can walk to the toilet?</p> <p style="text-align: right;"><input type="checkbox"/></p>	 <p>I/the patient can sit out of bed?</p> <p style="text-align: right;"><input type="checkbox"/></p>
 <p>I/the patient can eat and drink unassisted?</p> <p style="text-align: right;"><input type="checkbox"/></p>	 <p>I/the patient can wash and dress myself/themselves</p> <p style="text-align: right;"><input type="checkbox"/></p>	 <p>I/the patient change position regularly in the bed of chair</p> <p style="text-align: right;"><input type="checkbox"/></p>

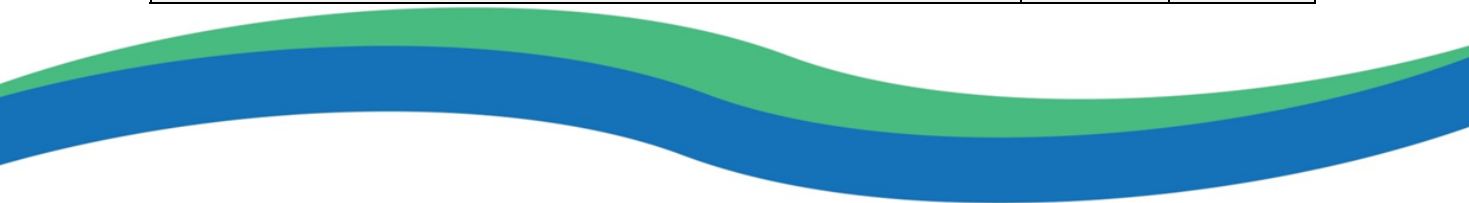
### Remember

- We can support you with anything you need to help keep you moving, in or out of bed.
- You can prepare yourself to go home by staying active while you are in hospital. It's good, if you're able, to get out of bed, get yourself dressed and go for a walk every day. It will help you to get better and go home more quickly.

# Planning Your Discharge Checklist

Whilst in hospital please use this list to consider asking about the following and note the answer:

When I get home can I...	Yes	No
Take a bath?		
Have a shower?		
Climb stairs or steps?		
Lift heavy objects?		
Take walks or exercise?		
Resume sexual activities?		
Return to work?		
Drive a car?		
Do other activities		
When I get home, will I need to think about...	Yes	No
Someone to stay with me?		
Help me to get to the toilet?		
Help with shopping or preparing meals?		
Help me do the housework or gardening?		
Help to walk up my path to my front door?		
Help with my medicines?		
Help to communicate?		
Help to swallow safely?		
My family/friend or carer to be taught how to care for me?		
Will I have continence issues?		
What will be provided...	Yes	No
Community nurse?		
Home care service?		
Day hospital?		
Day centre?		
Occupational therapist?		
Physiotherapist?		
Proactive care?		
Intermediate care?		
Equipment?		
Other?		



## What happens on the day I leave hospital?

Please ask a relative or friend to make sure your home is ready for your return, with the heating turned on and some food available.

A food care package is available for some patients who have had a long stay in hospital and need a small stock of provisions for the first 24 hours that they are back at home. You can order this through the ward housekeeper on the morning of your planned discharge.

If you need some help with this please speak to your discharge key worker or nurse on the ward.

### Transport

You will need to arrange your own transport to collect you from hospital, except in exceptional circumstances. Please ask a relative or friend to collect you or call a taxi. Hospital transport is available only for people who have a medical problem that prevents them from using a car, taxi or public transport (please note that we can only transport one small bag of essential belongings: other possessions must be taken home by family or friends).

### Medicines

If you are given medication to take home, your ward nurse will explain the instructions to you. Medications you brought into hospital will be returned to you providing it is safe and appropriate to do so.

If you have any questions or concerns about your medicines, or wish to speak to someone about them, you can contact the Medicines Information Pharmacy team on **01444 454388** or **bsuh.medicines.information@nhs.net**. They are open **Monday to Friday 9am-5pm**.

### Discharge Lounge

Patients usually move to the discharge lounge before they leave hospital. It can take several hours for transport and medications to be organised but you will be well cared for while you wait. The lounge will have facilities including refreshments, newspapers and a television.

The contact numbers for the discharge lounge are:

- **Royal Sussex County Hospital Discharge Lounge: 01273 696955, ex 4058**
- **Princess Royal Hospital Discharge Lounge: 01444 441881, ex 8074**

### Discharge Summary

A letter giving details of your hospital admission and medications that you have been sent home with will be sent to your GP. You will be given a copy to share with any health or social care professional visiting you. You should get repeat prescriptions from your GP surgery.

## Going Home Day checklist

A checklist of things that you can do on your last day in hospital which will help you to feel prepared for your return home.

Ask family or friends to bring in clothes for you	
Have your house keys to hand	
Ask for valuables to be returned	
Ask about any dressings, syringes etc. to take home	
Ask for discharge summary letter for your GP	
Ask for details of outpatient or follow up appointments	
Ask to use a wheelchair if necessary	
Make a note of contact names and numbers for services arranged	
Ask about medications I must take and instructions for their use	
Ask for information about any special diet ( <b>Food as Treatment</b> leaflet)	
Ask if there is any Information and support for my carer or family on how to care for me	
Check on transport arrangements to get home	
Ask for a medical certificate (fit note) if requested by your employer	
Check if the heating been turned on at home	
Check if there is food at home	



## Thinking about the future

We know that planning for the future in advance can reduce the stress of dealing with a situation when it arises, and makes it more likely that the outcome reflects your wishes. Please tell us if you would like to discuss any aspect of your future care. This might include:

- Considering your overall goals and wishes for your treatment and care.
- Practical things including any adaptations to be made at home.
- Finances and savings and ways of living which can support you to stay as healthy and engaged as possible.

Some people would like support to express their wishes about certain treatments or types of care they would not want to have, such as major surgery, or cardiopulmonary resuscitation. We can support you with this and document them formally so these can be shared more easily by all those involved in your care. One way we can do this is through something called advance and anticipatory care planning. An example of this is the national **ReSPECT** process: [www.resus.org.uk/respect/](http://www.resus.org.uk/respect/)

There are also many opportunities and supporting organisations in the community who can help you maintain your health, social and support networks, and prevent some future illness or problems. Please speak to your local GP or local council about these.

## What if I am ready to leave hospital but not ready to return home?

If you are medically fit to leave hospital but we feel you need more support than can be provided at home you may need to go to an alternative care setting. This will be discussed with you and your loved ones. An alternative care setting involves:

### Community hospital

If your medical condition has stabilised but your recovery is not complete, you may be transferred to a rehabilitation hospital (community hospital) or care home with rehabilitation visiting.

We will always consider the service closest to your home, but it may not always be possible to place you there. You will be expected to transfer to the first available bed, but we will talk to you and those supporting you about this

### Care homes (residential homes and nursing homes)

If, after assessing your needs and talking with you and those supporting you, your needs can only be met in a care home setting, Health and Adult Social Care or the hospital discharge team can give you advice and support.

While we will try to avoid making long-term decisions about your care in hospital, we can help you and your family identify a preferred care home within seven days. If the home you choose does not have a vacancy, we can help you arrange an interim placement.

### Intermediate reablement and rehabilitation at home and in other community settings

If your recovery is not complete you may be referred to a multidisciplinary team who can provide physiotherapy, occupational therapy, community psychiatric nursing, social work and nursing support in your own home or in a community hospital.

## Who will pay for my care?

### Provision of Care in your own Home

If it appears that you have longer-term care and support needs, Brighton and Hove City Council's Health and Adult Social Care can offer you an assessment, which will determine the level of care and support you require. This may take place following your assessment at home, in hospital or in a community hospital or a Care Home setting.

Health and Adult Social Care can either give you information and advice or, if required link you in to other appropriate services.

Health and Adult Social Care staff will talk to you about which services are chargeable. You will need to complete a financial assessment form and any charges will apply from the start of the service.

A package of care and rehabilitation may also be provided by the NHS and is subject to assessment by the team on the ward.

### NHS Continuing Healthcare

If you have a high level of health or care needs the ward team involved in your care may complete an NHS Continuing Healthcare assessment. NHS Continuing Healthcare is a package of services arranged and funded by the NHS for people outside of hospital with ongoing health needs. These services can be provided in your own home or in a care home with or without nursing. This assessment can also take place in the community.

### NHS-Funded nursing care

People with lower nursing needs who require a care home with nursing may be eligible for a weekly contribution towards registered nursing care. Your ward team can advise you on this.

For more information please ask for the leaflet: NHS continuing healthcare and NHS-funding nursing care - public information booklet. It is also available at this link: <http://bit.ly/NHSfund>

## What if I have housing or homelessness issues?

When you are admitted to hospital it is important to consider whether you will have accommodation to return to. Consider:

- If your home may be unsuitable for your medical needs.
- Whether a long term stay in hospital may have an affect on your rent payments and tenancy.
- If you have nowhere permanent to stay.

Please tell your ward nurse if you have housing issues. There is a Homeless Team in the hospital who will provide advice and guidance. The ward can refer you to them, or they can be reached on 07884195417 if you would like to contact them yourself

## What if I have problems with my memory?

At BSUH NHS Trust we actively encourage the use of the **This is Me** document on all wards. This document encourages patients who have memory or cognitive impairment and the people who are supporting them to tell us information about them and their routine that will make the person's stay a more positive experience and prevent any unnecessary stresses or anxiety. If you are not sure if a This is Me document is in use, and would like one to be, please speak to a member of the nursing staff.

If you are concerned your memory or thinking is affecting you please talk to your doctor or nurse.



## What if I have been told I need a community nurse and they don't arrive?

Often you will be provided with the direct contact details of the community nursing team (in some areas also called Integrated Primary Care Teams) while you are on the ward. If you have this, contact this number directly. If you can't get through, please contact the relevant Community Nursing team based on where you live:

**Brighton and Hove:** 01273 242117—select option 2, and then select option 1-4 based on your area

**West Sussex:** One Call Coastal: 01903 254789

**East Sussex:** Lewes Community Nursing Team: 01273 666489

Crowborough Community Nursing Team: 01892 337242

Havens Community Nursing Team: 01273 575490 (Peacehaven & Newhaven)

Heathfield/Uckfield Community Nursing Team: 01435 865379

## What if my home care does not arrive?

Contact your care provider directly in the first instance, but if they are unavailable:

If you are a resident of Brighton and Hove contact Access Point: 01273 295555

If you are a resident of West Sussex contact CarePoint: 01243 642121

If you are a resident of East Sussex contact Adult Social Care: 0345 60 80 191

## What if I need more dressings or incontinence pads?

The hospital pharmacy will usually give you at least 14 days supply of your medication if needed. You must contact your GP surgery for further medications. If you are receiving artificial feeding you will be given up to five days supply of the feed and further supplies will be delivered to your home.

## What if my medication is starting to run out?

Ring your community nurse on the numbers above in the first instance. Alternatively contact your GP or the ward you were discharged from.

## What if my recovery is not going as expected?

Contact your community nursing team or own GP who will assess the situation.

## What if I fall and I can't get up?

Dial 999 and ambulance staff trained to move patients will be pleased to help. Nobody should try to lift you without help.

### **Care Home**

Care home is a broad term which includes both nursing homes (clinical nursing facilities on site) and residential homes (no clinical nursing on site). Nursing homes are most appropriate for individuals who have the highest level of health and care needs. NB some care homes have both residential and nursing components within them.

### **Carer**

A person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. The amount and nature of this support varies depending on the situation. Many people don't realise they are a carer or identify as one and can miss out on useful support. A carer is also anyone who is impacted by living with someone who has health and care needs.

### **Care Worker**

A person who is paid to support someone who is ill, struggling or disabled and could not manage without this help.

### **Discharge / Hospital Discharge**

The process of leaving hospital and ensuring an efficient and safe transfer to an alternative place in a manner which best meets the individual's needs

### **Discharge Lounge**

The lounge where patients wait once they have been discharged from the ward, and before transportation home. This is where any final tasks to support discharge can be completed in a comfortable setting away from the ward.

### **Estimated Date of Discharge (EDD)**

The anticipated date the multidisciplinary team, the patient, and those important to them plan for the patient to leave the hospital.

### **Health and Adult Social Care**

The department in your local Council responsible for the delivery of social and care services, and who work closely with the NHS to do this.

### **Key Worker**

A discharge coordinator, social worker or nurse on the ward is allocated as the first point of contact for the patient and their family, friend or carer. This is the person who can provide advice and answer questions regarding the patient's time in hospital and the process for leaving hospital including any support that will be provided after leaving hospital (discharge).

### **Medically Fit / Medically Ready for Discharge**

Terms used when medical doctors have assessed the patient no longer requires to be in an acute hospital from a medical health point of view, and the patient's condition is stable enough to make an accurate assessment of ongoing care to support discharge planning. However this does not mean they may have other types of needs temporarily requiring the person to remain in hospital.

### **Multi-disciplinary Team (MDT)**

Many professions make up the health and care team and the MDT is how these individuals work to bring their collective expertise together, so that shared decision making with patients and carers considers the whole range of perspectives.

### **Reablement and Rehabilitation**

Reablement is a short and intensive service, which is offered to those with increased support needs who are recovering from an illness or injury, enables relearning the skills required to keep them safe, independent and closer to home.

### **Therapist**

A broad term describing a range of allied health professionals including occupational therapists, physiotherapists, psychological therapists, and

## Who can I call if I need more information or advice?

### Discharge Team

Royal Sussex County Hospital: 01273 696955, ex 63696

Princess Royal Hospital: 01444 441881. Ask for "Bleep 6107" via main switchboard

### Hospital Social Workers

Brighton and Hove Hospital Social Work Team: 01273 696955, ex 4001

East Sussex Hospital Social Work Team: 01273 482777

West Sussex Hospital Social Work Team: 01444 441881 via main switchboard

### NHS 111 and Out of Hours GP Service: 111

24 hours confidential health advice and information

### Advice and information on social care support after discharge

Brighton and Hove Access Point: 01273 295555

East Sussex Adult Social Care Contact Centre: 0345 608 0191

West Sussex County Council Care Point: 01243 642121

### Age UK. Information and advice to support older people to live well

Brighton and Hove: 01273 720603 or [info@ageuk-bh.org.uk](mailto:info@ageuk-bh.org.uk)

East Sussex: 01273 476704 or [customerservices@ageukeastsussex.org.uk](mailto:customerservices@ageukeastsussex.org.uk)

West Sussex: 0800 019 1310 or [www.ageukwestsussex.org.uk](http://www.ageukwestsussex.org.uk)

### Carer Support Services

A free and informative and supportive service for family members or carers.

[www.cressupportservice.org.uk](http://www.cressupportservice.org.uk)

The Carers Centre Brighton & Hove Residents (Council Tax to B&H City Council): 01273 746222

Care for Carers East Sussex Residents (Council Tax to ESX County Council): 01323 738390

Carers Support Service West Sussex Residents (Council Tax to WSX County Council): 0300 028 8888

### Apetitio Meal Delivery (via Wiltshire Farm Foods)

01225 753636

Meals delivered to your home. All appetites and dietary needs are catered for.

### Citizens Advice Bureau

0344 441 144/0344 477 1171

A free information, advice and guidance service for patients, families and carers.

### Sussex Mental Health Support Line

0300 5000101

Support and Information for those experiencing Mental Health Issues and needing help and support.

## Hospital contact details

### **Royal Sussex County Hospital**

Eastern Road  
Brighton BN2 5BE  
01273 696955

### **Sussex Eye Hospital**

Eastern Road  
Brighton BN2 5BE  
01273 696955

### **Princess Royal Hospital**

Lewes Road  
Haywards Heath RH16 4EX  
01444 441881

### **Park Centre for Breast Care**

177 Preston Road  
Brighton BN1 6AG  
01273 664773

### **Royal Alexandra Children's Hospital**

Eastern Road  
Brighton BN2 5BE  
01273 696955

### **Sussex Orthopaedic Treatment Centre**

Lewes Road  
Haywards Heath RH16 4EX  
01444 441881

Our Website: [www.bsuh.nhs.uk](http://www.bsuh.nhs.uk)

## Contact Notes



## How did we do?

We hope that the service we provide helps you get better as quickly as possible. We strive to improve the quality of our care and welcome all comments, both good and bad, from patients, families, carers and visitors.

Wherever possible we suggest that you speak to the Nurse in Charge/Ward Sister/Charge Nurse or Head of Department concerned. They will listen and try to sort out the problem straight away for you.

Alternatively, you may wish to speak to our Patient Advice Liaison Service (PALS):

- Royal Sussex County Hospital: 01273 696955, ex 64511 or 64973. [bsuh.pals@nhs.net](mailto:bsuh.pals@nhs.net)
- Princess Royal Hospital: 01444 441881, ex 68678. [bsuh.pals@nhs.net](mailto:bsuh.pals@nhs.net)

You can provide positive feedback for our staff by emailing [bsuh.thankyou@nhs.net](mailto:bsuh.thankyou@nhs.net)



Did you know we have our own dedicated charity?  
Find out more about us and how to donate and make a difference:  
[www.bsuh.nhs.uk/charity](http://www.bsuh.nhs.uk/charity)  
Telephone: 01273 664708

## WE VALUE YOUR FEEDBACK

### Please help us improve our services



You may be contacted by Text or Automated Phone Message

Your response is free, anonymous and really appreciated!

If you don't wish to take part please tell a member of staff or simply reply STOP when you received the message



For more information, please visit:  
[www.nhs.uk/friendsandfamily](http://www.nhs.uk/friendsandfamily)

Thank you

#### Disclaimer

The information in this leaflet is for guidance purposes only and is in no way intended to replace professional clinical advice by a qualified practitioner.

## Notes on planning your discharge

Please use this page to write down any notes or questions you/the patient would like to discuss

Date	Notes/ Questions