Planning your discharge or transfer from hospital

Information for patients, relatives, and carers

The consultant responsible for your care is:
________________________________________________________________________

The name of your Ward Manager is:
________________________________________________________________________

The direct line for your ward is:
________________________________________________________________________

We estimate you will need to be in hospital for

_________________________ Days

________________________________________________________________________

Other Professionals supporting your Discharge are:

________________________________________________________________________

Caring with pride
Introduction

We want to help you to get home as quickly as possible when you are medically ready to leave hospital. The majority of patients are able to go home, some require short term support and others may require longer term support.

We will always involve you in any decisions about your care, treatment and discharge and give you all the information and support you need to make the best decisions for you.

Longer stays in hospital can be associated with an increased risk of infection, low mood, and difficulty in readjusting to your pre-admission lifestyle and activities. Getting you home or to an alternative setting in a planned and timely manner will be better for your ongoing recovery.
Planning your discharge from hospital

The vast majority of our patients will not require any extra support on discharge from hospital. If you do need some help, please let staff know as early as possible.

We recognise the importance of family support and the importance that the needs of potential carers are identified. For further information and support, please email/phone:

York: enquiries@yorkcarerscentre.co.uk
Scarborough & Ryedale: staff@carersresource.net
East Riding (Carers Support Service): 0800 917 6844 (free when calling from a landline)

What can you expect to happen?

• We aim to ensure that all patients can answer the following questions:

   1. What is wrong with me?
   2. What is going to happen today?
   3. What is needed to get me discharged?
   4. When am I going to be discharged?

If you or your relatives do not know the answers to these questions please ask us - we want you to know.

• Your clinical team will have provisionally agreed a treatment plan and will have an estimated day when you will be well enough to leave hospital; this may be referred to as an estimate date of discharge or (EDD).
• We will work with you to access information, advice and support to help you make your discharge decision. This will include helping you to understand your support needs, the process of assessing your needs, and support options available to you and the funding requirements.

• If you require ongoing rehabilitation then you will be assessed if these needs can be met at home in the first instance. If not, you will be transferred to the most appropriate rehabilitation setting that can meet your ongoing needs.

• 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, home assessment for any adaptations, screening for NHS continuing healthcare, etc.

• Once you have received information about the discharge choices that are available to you, we expect that you make a decision within seven days and ideally before your estimated date of discharge. You may wish to arrange for yourself or a family member to meet with the care providers during this time.

• If your preferred choice is not available when you are ready for discharge, an alternative option will need to be arranged for you temporarily. **It is not possible for you to wait in hospital, once you no longer need hospital care.**
What you can do to help

Please ensure you have:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Clothes" /></td>
<td><strong>Clothes</strong> in which you can travel home. Including outdoor footwear.</td>
</tr>
<tr>
<td><img src="image" alt="Door Key" /></td>
<td>Your <strong>door key</strong> or someone at home to meet you.</td>
</tr>
<tr>
<td><img src="image" alt="Heating" /></td>
<td>Someone to turn on any <strong>heating at your home</strong> during the colder months.</td>
</tr>
<tr>
<td><img src="image" alt="Food" /></td>
<td>Any <strong>food</strong> you require at home to have been organised.</td>
</tr>
<tr>
<td><img src="image" alt="Two People" /></td>
<td>It may also be helpful to ask a <strong>friend or relative to visit you after you get home</strong> to ensure you have everything you need.</td>
</tr>
<tr>
<td><img src="image" alt="Bus" /></td>
<td><strong>Transport</strong>: look to make your own transport arrangements to take you home. However, if you are eligible, hospital transport can be arranged by the ward staff.</td>
</tr>
</tbody>
</table>
Day of Discharge

Discharge lounge

On your day of discharge, we aim to plan your discharge for the **morning**. You can wait here in comfort for your discharge letters, medication and transport or a relative/friend to collect you.

The lounge is staffed by a qualified nursing team who will continue to support your discharge.

The lounge provides:

- Easy Pick up point - relatives can park and pick you up outside the Discharge Lounge rather than use the hospital car park.
- Refreshments and sandwiches are available and hot food can be requested.
- A pleasant and quieter environment.
- Open from early morning until early evening, Mon-Fri. Reduced hours on Sat and Sun and bank holidays.

Please note there is no Discharge Lounge at Bridlington Hospital or the community units; please discuss your discharge arrangements with ward staff.
Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact the Operational Managers for the Discharge Liaison Team:
The York Hospital: Gillian Younger, telephone 07773 576824, email gillian.younger@york.nhs.uk.
Scarborough Hospital: Sara Kelly, telephone 07445 228455, email sara.kelly@york.nhs.uk.

Teaching, training, and research

Our Trust is committed to teaching, training, and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email pals@york.nhs.uk.

An answer phone is available out of hours.
Providing care together in York, Scarborough, Bridlington, Malton, Selby and Easingwold communities

Please telephone or email if you require this information in a different language or format

Owner
Complex Discharge Steering Group
Gillian Younger, Operational Manager, Discharge Liaison

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