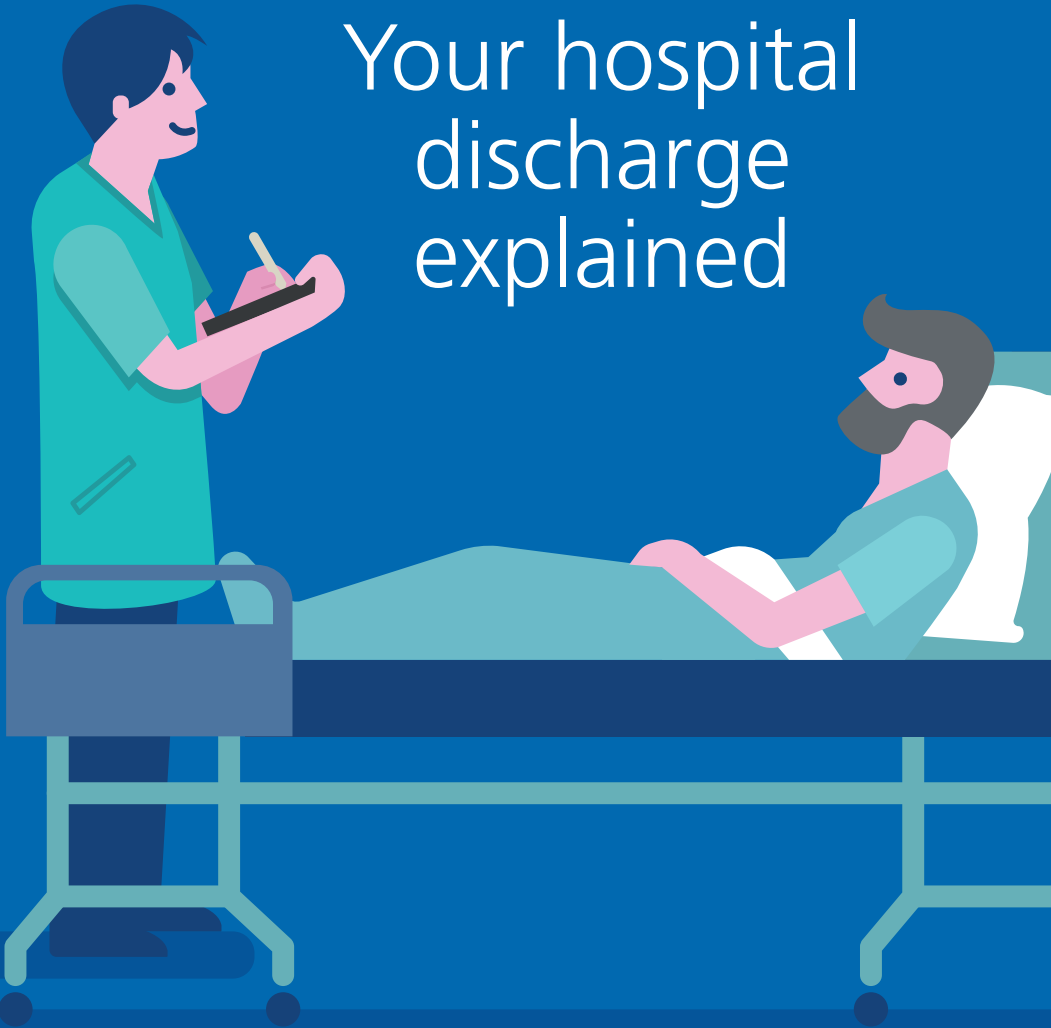


Your hospital discharge explained



Planning your hospital discharge together

Our number one priority is to support you in your safe recovery so you can return home as soon as you are medically well and able. It is important that, together, we plan for your discharge right away.



We will give you a 'targeted discharge date' and agree your discharge plan with you within 48 hours of you being admitted. This will cover anything that you might need such as transport, equipment and any other areas of support and help.

Planning your discharge with you, your family or carer helps us to make sure you leave hospital in a safe and timely manner. You will only leave 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 in your community location.

Why your hospital discharge is important

When you no longer need hospital care, it is better to continue your recovery at home or at another location in the community. This is because:



Nobody wants to stay in hospital any longer than is necessary.



Being in hospital with others who are unwell can sometimes expose you to infection.



Extremely poorly patients may not be able to access an urgent hospital bed if they are occupied by patients who no longer need them.



Meaningful and accurate assessments of your needs, as well as long term decisions about your care, are better made when you are outside of the hospital.

For people who are aged 80 years and over, 10 days spent in a hospital bed equates to 10 years of muscle wasting.



How you can help with your discharge

It is very important that you ask 4 questions every day when you see the team caring for you:



It would also help if you could make sure you have outdoor clothes and your house keys available for when you do go home. We can arrange a packed lunch for you to take home (just ask) and we can provide a Statement of Fitness for Work (sick note) if you need one. If there is anything else that we can help you with to ensure a speedy return home, please let a member of the care team know straight away.

On your discharge day

We will always aim to get you home early on your day of discharge rather than keep you in hospital for longer than necessary. The exception is if you are using hospital transport, which will mean you will be transferred to our Discharge Hospitality Centre where you might wait for your medication or transport.



Hospital transport

This is only available for people who meet very strict medical criteria, something your nurse will be happy to discuss with you.

Please remember that if you are not eligible for hospital transport, you will need to arrange your own transport home.

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. Your GP will prescribe more if required.

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 possible side effects.

What you can expect as our patient?

1. A named person to coordinate 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.

2. Right to high quality information and support

If you are discharged to your home with support, or to a community based 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 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 coordinator can discuss what this might mean for you.
- You will be informed about where you can access information including support services by your healthcare team. Advice can also be

sought from hospital and Healthwatch staff who work in the 'Information Bank' located on the ground floor of Arrowse Park Hospital.

3. Interim care arrangements

If you cannot be discharged to the place you were admitted from, we will arrange a short term placement for you at one of our partner care locations, until you can return home. We also arrange short term placements if your package of care is not available in time for you to return home. You will not be able to remain in a hospital bed as this will be needed for other unwell patients. This will also happen if:

- Your preferred choice of care home is not currently available
- You have not yet made a decision regarding your long term care
- You are waiting for assessments to be carried out or funding agreements to be made.

After you are discharged...



Follow up appointments

If you need a follow-up 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 a letter to your GP explaining the reason why you were in hospital. This will tell your GP everything they need to know about your stay in hospital, your medication and your discharge location.



Help at home

If you need help at home when you are discharged, community support services will be arranged before or upon your return.

Information for carers and family members

If a family member or a friend cares for you on a regular basis, they can access free support and advice from Wirral charity WIRED and may be eligible for a carer's grant.

For information
call **0151 670 0777** or text
the word **CARER** to **87007**.

If you would like a copy of this leaflet to be given to someone else, please speak to your nurse or discharge coordinator.



Further assessments

Once you have been declared medically well, you may require further health and social care assessments. These will be completed outside of the hospital setting and wherever possible, within your own home. Our 'Home-first' pathway has a range of services in place to help you to return safely to your own home. If we can't assess you in your own home, your assessment will take place in one of our 'Transfer to Assess' bed-based locations in the Wirral community.

If you prefer, you can complete an on-line social care self-assessment or a carer's assessment at wirral.gov.uk/needsassessment or via telephone on **0151 514 2222**, option 3.

If you have a concern

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 make a complaint during your inpatient stay, our ward staff will be able to advise you what to do.

The NHS Friends and Family Test

We want to make sure you have the best possible experience of care with us, so it is extremely important that you let us know how well we are performing. The NHS Friends and Family Test is an easy-to-understand feedback questionnaire that we ask you to complete either before you leave hospital or soon after discharge. Completing it helps us to make meaningful improvements to our services.

If you have any questions about The NHS Friends and Family Test please ask a member of staff.

Infection control

To protect yourself and others, we ask that you clean your hands with soap and water, or with the hand gel provided, especially after using the bathroom and before any meals. Please encourage your visitors to clean their hands too. And finally, if any friends or family are unwell, they should not visit you until they are fully recovered.

This information is provided to you by:

Wirral University Teaching Hospital NHS Foundation Trust
Wirral Community NHS Foundation Trust
NHS Wirral Clinical Commissioning Group
Cheshire and Wirral Partnership NHS Foundation Trust
Wirral Council