

Discharge Team

Why not home, Why not today? Planning for when you leave hospital: Information for patients, carers and relatives

Welcome to University Hospitals Coventry and Warwickshire NHS Trust. We look forward to caring for you during your stay in our hospitals at University Hospital, Coventry and the Hospital of St. Cross, Rugby.

Being in hospital can be a worrying time for you and your family, particularly if your circumstances or needs have changed as a result of your illness or surgery.

UHCW NHS Trust, in conjunction with health and social care, are working hard to ensure all our patients are involved in decisions regarding their care. This includes planning discharge and ongoing care once you have been discharged. To support this health and social care have services in the community to meet ongoing care needs.

The aim of this leaflet is to help you plan leaving hospital when you are ready and well enough to do so and we encourage you to ask these four questions of staff every day.

- What's wrong with me?
- What's happening to me today/tomorrow?
- What needs to happen so that I can go home?
- When am I going home?

These questions will help you prepare for your discharge when you are stable enough to leave hospital. You may be discharged either to your own home, to stay with relatives or carers, or to a care home; however it is very important that you are able to do so quickly.

It is therefore important that any preparations that may be needed for you leaving hospital are started on admission.

Ward staff will discuss with you the date you should be able to return home. We will also keep you updated regarding your care and treatment and if your planned date for discharge changes.

If you are going back to your own home, or staying with carers or relatives, please remember to:

- To ask for if you, your carer or relative needs information about support agencies, mobility aids, home adaptations, please ask a member of staff for

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advice.

- Arrange transport
- Have suitable outdoor clothing and footwear for your journey
- Make sure there is adequate heating and basic foodstuffs available
- Have any medications you need – we will explain to you about your medications, identify potential side effects and discuss with you how to obtain further supplies.
- Where appropriate, ensure that information about symptoms to watch out for and where to get help and advice if you are concerned, has been provided

Care in your own home or in a community placement carries lower risks of you acquiring an infection or injury than in hospital; therefore if on admission you feel you need some support and assistance to return home please inform a member of staff as soon as possible. Our staff can then work with you, and in your best interests to put a plan in place that enables your discharge to take place at the earliest opportunity. We will be able:

- To refer you, or your family to the most appropriate services to assess and advise on the level of support that may be required.
- Where your assessment determines you are unable to currently return home we will be able to co-ordinate your transfer to a community placement where experts will be able to assess your needs on discharge.
- If there are no vacancies in the residential/nursing home of your choice we will work with you to ensure another care home with vacancies is identified to expedite your discharge in a timely manner.

If you are unable to return to your own home as a result of your illness, UHCW will support your discharge by finding a place that is appropriate to meet your needs where you will undergo further assessments and a long term plan can be made. If you wish to decline the facility offered, we will support you and your family to arrange your own suitable accommodation over the next 5 working days. If you are unable to find suitable accommodation then the hospital will offer you an alternative placement although this may not be your first choice.

GETTING HOME FOR LUNCH: WHEREVER POSSIBLE WE WILL DISCHARGE YOU SO THAT YOU ARE AT HOME BY LUNCHTIME

Also ask for a copy of the hospital's leaflet 'Going Home: Advice and Sources of information'.

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Frequently Asked Questions

How will my GP be kept informed about what has happened to me?

When you leave, your GP will receive an electronic copy of your discharge letter. If you wish to discuss the content of this letter please contact your GP on returning home.

What will I leave hospital with?

Any medication and small items of equipment (such as a commode or walking aid) which you may require.

What happens if I get home and can't manage?

You will need to contact your GP or the Social Care Department of your local council.

What happens if I can't get in and around my home?

Contact your GP who can inform you about the appropriate community support services.

On the day of leaving hospital, will I stay on the ward while I wait to be picked up by my carer/relative or for hospital transport?

If you are a patient at University Hospital you will be asked to wait in our Hospitality Lounge which is situated on the ground floor. Refreshments are available in the lounge.

Please be aware that the discharge process can take some time to complete. To avoid the person collecting you having a long wait, please ask them to check with the ward that you are actually ready to leave.

If you are a patient at the Hospital of St Cross you will remain on your ward until your transport arrives.

If you have any further queries about leaving hospital please ask a member of staff on your ward.

If there are any concerns, questions or difficulties you may be experiencing with your care or Trust services, please raise this initially with the staff on the ward or clinic where you are being looked after.

If you feel your concern has not been adequately answered after this, then please contact our Patient Advice and Liaison Service (PALS) on 0800 028 4203 (24 hour voicemail available), who offer a friendly, confidential service that aims to provide help, advice and support. You can also email PALS at feedback@uhcw.nhs.uk

Patient Information

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 5602 and we will do our best to meet your needs.

The Trust operates a smoke free policy

Document History

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