

Leaving Salisbury District Hospital (page 1 of 9)

Planning for your discharge

From the day you are admitted to hospital, the staff involved in your care will work with you to assess your health and social care needs in preparation for leaving hospital. We start planning for your discharge as soon as you come into hospital, or even before you arrive so that we can:

- assess what your needs are likely to be when you are ready to leave
- involve relevant people who can help in meeting these needs
- make arrangements for equipment or services that need to be in place when you are medically fit to leave hospital
- make sure that your carer is given any information, help or advice that is needed to help your recovery.

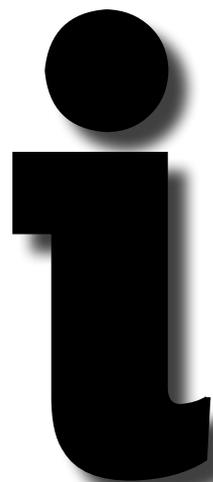
Your consultant or the nurse-in-charge of the ward can tell you approximately how long you are likely to be in hospital.

We would like to remind you that it is very important that you do leave the hospital as soon as you are medically fit to do so. This is because your hospital bed will be needed for the next sick patient. We would also ask you and your family to bear in mind that the hospital is only funded to provide care for patients that are medically unwell and it is your responsibility to make sure that as soon as you are medically well, as judged by your consultant, that you leave the hospital without delay.

To make sure that your plans for discharge are as smooth as possible you may be referred to one or more of the professionals listed.

- **Specialist nurses** - give advice within their specialist field (such as diabetes nurse, respiratory nurse).
- **Physiotherapists** - assess your ability to move and walk safely. If necessary, they will provide aids such as walking sticks, crutches and Zimmer frames. They may also suggest a programme of exercises for you.
- **Occupational Therapists** - assess your ability to carry out personal and domestic activities in your own home. If necessary they will help you find ways to manage these everyday activities more independently. They may carry out a home visit to assess you in your own home and will advise you about any services or equipment you may need.

If you are unhappy with any aspect of the discharge plan, then please speak to your nurse.



If you need your information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: customer care@salisbury.nhs.uk

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: www.salisbury.nhs.uk/FriendsFamily or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: patient.information@salisbury.nhs.uk if you would like a reference list.

Planning your discharge home

Some things to think about and discuss with those involved in your discharge home:

In the home

- do you have stairs to your front door and/or stairs in your home?
- how easy will it be to move around inside and outside your home? For example are there loose rugs on your floors or trailing wires?
- will you be able to manage getting from the bedroom to the toilet or from the sitting room to the kitchen, for example?
- will you be able to get in and out of bed?
- will you be able to wash and dress yourself?
- will you be able to get in and out of the bath?
- will your toilet need any special adaptation?
- do you have a telephone for emergencies?

Meal times

- will you be able to prepare meals for yourself?
- are you able to feed yourself?
- if you live with someone else, will they be able to cook for you?
- think about meal times and how you will cope. It is important that you eat nourishing meals on a regular basis. For example, a stroke, surgery or a plaster cast may all mean that once simple tasks are now difficult.

Shopping

- if you can't shop, perhaps there is someone who can go to the shops for you, or consider ordering on the internet and having it delivered to your door.

Walking aids/plaster casts

- if you are going home on crutches or with a walking stick, ask the nurses for a copy of a leaflet about living with walking aids.
- if your arm is in a plaster cast, splint or bandage please ask for a copy of the 'one-handed booklet'.

Housework

How will you manage:

- the washing and ironing?
- washing up?
- cleaning and vacuuming?
- taking the rubbish out?

Other responsibilities

- do you share your home with someone you care for? If so, will you still be able to provide that care?

If you have any concerns about your role as carer, please raise them as early as possible so we can discuss care arrangements.

Driving a car

You may not be fit enough to drive for a while after you go home. Your consultant will give you advice about this. Be sensible - and be safe. If you are not sure then don't drive. Speak to your car insurance company about when you can start to drive again, as policies differ.

Return to work

Ask the nurses about when you can expect to return to work. If you need a certificate to claim statutory sick pay or other benefits while you are in hospital please speak to the nurses. If you have medical insurance and need a hospital stamp, then Customer Care can do this for you.

What if I need support when I leave hospital?

If you think that you may need additional support when you leave hospital, please bring this to the attention of the nurses as soon as possible. You may want to discuss the support you will need with family, friends or relatives. You may also be eligible for support from social services.

Social Services support

Social care services are provided by your local council. It is best for most people to get home before making any significant decisions about long term care. Support can be offered to you to help regain or retain the ability to do things for yourself. A social worker may talk to you about the support you may need (an assessment). This means asking you about yourself, what you can do for yourself and what tasks you will need help with. Your home circumstances, as well as your medical and health needs, will be taken into account.

In order to understand your needs fully, the social worker may want to talk to anyone who gives you help now - like relatives or friends - as well as your doctor, nurse and therapy staff.

Once this assessment is completed, the social worker can tell you if you are eligible for any services from the Council. The social worker will discuss with you what support is available and provide information about any services that social care can arrange for you.

Examples of the support available include:

- care and support for your personal care, for example with getting up, getting dressed, going to bed, washing and going to the toilet.
- occupational therapy to help you cope with a disability or manage daily living tasks - this may include providing specialist equipment or home adaptations.
- Telecare and response services such as community alarms, to help you call for help in

an emergency, or if you have problems at home.

- help and advice with contacting other organisations, for example local organisations who may be able to help with gardens or pets, managing your finances, day care, respite care and meals. if you are having difficulties.

Will there be a charge for help at home?

The assessment, information and advice about services is free. You may be entitled to a period of initial support, known as reablement, to help you regain independence. This service is free of charge. For some services that you may need for longer, there is a charge depending on your financial circumstances. The social worker will explain fully about charges before setting up your care.

Transfer to another hospital

If it is decided that you need to go to a community hospital, the first available bed in any of our local hospitals will be made available for you. Even if this is not the closest hospital to your place of residence, you will be expected to move there temporarily.

Moving from hospital to care home

The social worker will discuss all options available to you to enable you to return to your own home, rather than a move to a care home. Sometimes a short stay in a care home will be sufficient for you to recover and return home. In other circumstances it may be that your needs can only be met in a permanent care home placement.

The social worker will discuss the options with you and will also tell you about the national rules on entitlement for financial support for a care home. We will do all we can to move you to an appropriate home that will meet your needs.

It is important that your discharge from hospital happens as soon as you are ready, so that the right care can be provided for you. The social worker can provide you with information and advice about care homes that may meet your needs and, if you are funding your own care, can also provide you with information about independent financial advisors.

You may choose a care home that will meet your needs, but there may not be a vacant room available for you. In that case, the social worker will offer you a temporary placement somewhere else, with a commitment to transfer you to your chosen home when a vacancy becomes available.

We know that you and your family will wish to co-operate in ensuring that the resources your hospital have are available to as many people as possible.

Please contact one of the nurses on the ward who will arrange for a member of the Wiltshire Adult Social Care team to meet you, or ask a family member to ring the team on 01722 336262 ext 2400 (Wiltshire patients only). You can also speak to a member of the Discharge Team on 01722 336262 ext 4292.

Preparing for the day of discharge

You will normally be given advanced notice of the day when you will be leaving the hospital. However, this may not always be possible, for example if your doctor is waiting for your test results.

When you are advised when you may be going home, there are several things you can do to plan ahead.

- make sure you have outdoor clothing. Please ask a relative or carer to prepare a full set of clothing for you to wear. This can be brought into the hospital at any time and kept in your personal locker until the day of discharge.
- make sure that have a key to get into your home.
- tell your relatives, friends or the people who normally help you when you may be returning home.

What will happen on the day of discharge?

On the morning of your hospital discharge a staff nurse or a healthcare assistant will help you to wash, dress and pack your bags if you need help with these tasks.

Discharge Centre (open 8.30am - 5pm weekdays)

On the day you leave hospital you will normally be moved to the Discharge Centre. This is a comfortable waiting area staffed by nurses. Whilst most of your discharge arrangements may have been made, the final stages will be completed by the Discharge Centre staff.

Your relatives will be told about your transfer to the Discharge Centre either by telephone or when they arrive on the ward.

Discharge summary

The nurses will give you a copy of your discharge summary letter, this gives details about:

- your admission to hospital
- your treatment in hospital and any tests that were carried out
- any changes to your medicines (those that have been stopped, changes to doses and any new ones prescribed).

A copy of this will also be sent to your GP.

Personal possessions

When you came into hospital you may have handed over personal possessions for safe-keeping. Before you leave the ward, please remind staff to return any valuables or personal possessions that are in the hospital safe.

Medicines

Before you leave the hospital you will be given a supply of any medicines you need.

Your doctor, nurse or pharmacist will explain:

- what your medicine is for.
- when and for how long you should take the medicine.
- dosage and how to take the medication.

Additional information is provided in the packaging. Please read this carefully as it explains side effects or anything else you should be aware of when taking the medicine.

If you need further supplies of your medicines you should ask your GP for a prescription.

Community services at home

If you were already receiving Home Care Services before you were admitted to hospital or need services to start when you go home (such as home care or a District Nurse), the ward staff will tell the appropriate people of your discharge date so services can start/restart.

Transport

Normally you are responsible for your own transport from hospital. Please arrange for someone to collect you at a suitable time on the day of your discharge.

Ambulance transport is only available for people who have a medical or specific healthcare need. If this applies to you, transport will be arranged by the nursing staff. Patients will be collected from the Discharge Centre.

Outpatient appointment

You should ask your doctor if you need to be seen again in outpatients.

If you do need to be seen, the details will either be given to you before you leave the ward or will be posted to you.

To help remind you, this information can be added to your Discharge Checklist (at the back of this booklet).

Once you are home

After getting home, it may be difficult settling in - you may find you can't do as much as you had expected, you may feel unwell or you may have difficulty getting around.

If you are feeling unwell you should contact your GP or phone NHS Direct on 0845 4647. NHS Direct is a phone line staffed by trained nurses who can give you advice on your health problem.

Is there anything I should look out for once I get home?

The doctors or nurses will tell you if there is anything specific you should look out for once you get home.

If you have a wound, you will be advised to look out for signs of infection.

How will I know that I have an infection?

If you develop a general infection you may feel unwell, hot, lethargic and have a poor

appetite. There are five signs that can help you recognise any wound infection:

Heat -- Redness -- Pus -- Swelling -- Pain

If you have any doubts, please contact your GP or NHS Direct on 0845 46 47.

Simple hygiene measures to follow

To reduce the risk of infection after discharge from hospital, you need to practice good hand hygiene. Wash your hands after using the toilet and before eating or preparing food.

Try to avoid touching any healing wounds unless absolutely necessary. Additionally you and your family should take sensible precautions such as covering open wounds, cuts and abrasions with a waterproof dressing or plaster.

Important contact details

(You may like to complete this form for your records)

Specialist Nurse _____

District Nurse _____

Occupational Therapist _____

Physiotherapist _____

Social Worker _____

Other _____

Discharge checklist

(You may like to complete this for your records)

Please check the following details with your nurse.

<input type="checkbox"/>	Relatives and carers know when I am going home
<input type="checkbox"/>	Transport arranged
<input type="checkbox"/>	Follow-up appointment details given (if required) date: _____
<input type="checkbox"/>	Information has been given to me about my illness or condition, including things I should look out for when I go home
<input type="checkbox"/>	Information sheet given to me (if available)
<input type="checkbox"/>	I have been told when I should make an appointment to see the nurse at my GP's surgery (for example for a wound check, stitches to be removed) date: _____
<input type="checkbox"/>	I have been told about any medication that I am taking (including how long I should take the medicines for, when I should take them, any side effects and how to obtain further supplies)
<input type="checkbox"/>	I know who to contact if I have any problems when I get home.
<input type="checkbox"/>	Discharge Summary has been given to me

<input type="checkbox"/>	Other services organised (such as home care) if required
<input type="checkbox"/>	Medical Certificate (sick note) received (if required)
<input type="checkbox"/>	Locker cleared of all personal belongings
<input type="checkbox"/>	Valuables returned to me

Feedback

We welcome feedback on any aspect of your stay with us. When you leave you will be given a feedback form by the nurses. Please complete this and either post it back to us (freepost) or hand it to the ward clerk.

All responses are anonymous (unless you choose to leave your name) and your comments are quickly fed back to the team so that any necessary action can be taken straight away.

Customer Care Department

The Customer Care Department offers on the spot advice for patients, their relatives and carers. We aim to sort out individual comments and concerns speedily. This allows us to learn from what people tell us so that we can improve our services.

If you would like to make a formal complaint, you can either write to the Chief Executive or contact the Customer Care Team. We have an open and honest approach to dealing with concerns and complaints. Please be assured that raising your concerns will not affect your care and treatment in any way.

You can visit the Customer Care Department on Level Two, Nunton Unit next to the Discharge Centre, Monday to Friday 8.30am - 4.30pm. Freephone 0800 374208 or e-mail customer-care@salisbury.nhs.uk

Further questions?

Please ask a member of the ward staff if you have any questions or think that you may need additional support or information before you leave hospital.

Further help and support

Alzheimer's Society (Salisbury Office)

29a Brown Street

Salisbury, SP1 2AS

☎01722 326236 Email: salisbury@alzheimers.org.uk

Provide support to people with dementia and their carers to help them to maintain their independence, improving their sense of well-being, and putting them in more control of their lives.

Wiltshire Blind Association

St Lucy's 1 Commercial Road

Devizes, SN10 1EH

☎01380 723 682 Email: enquiries@wiltshireblind.org

Offer practical, emotional and social support to blind and partially sighted people.

Age UK Salisbury District

21 Brown Street

Salisbury, SP1 2AS

☎01722 335 425 Email: enquiries@ageuksd.org.uk

Encourage and support the independence of older people in the achievement of their aims.