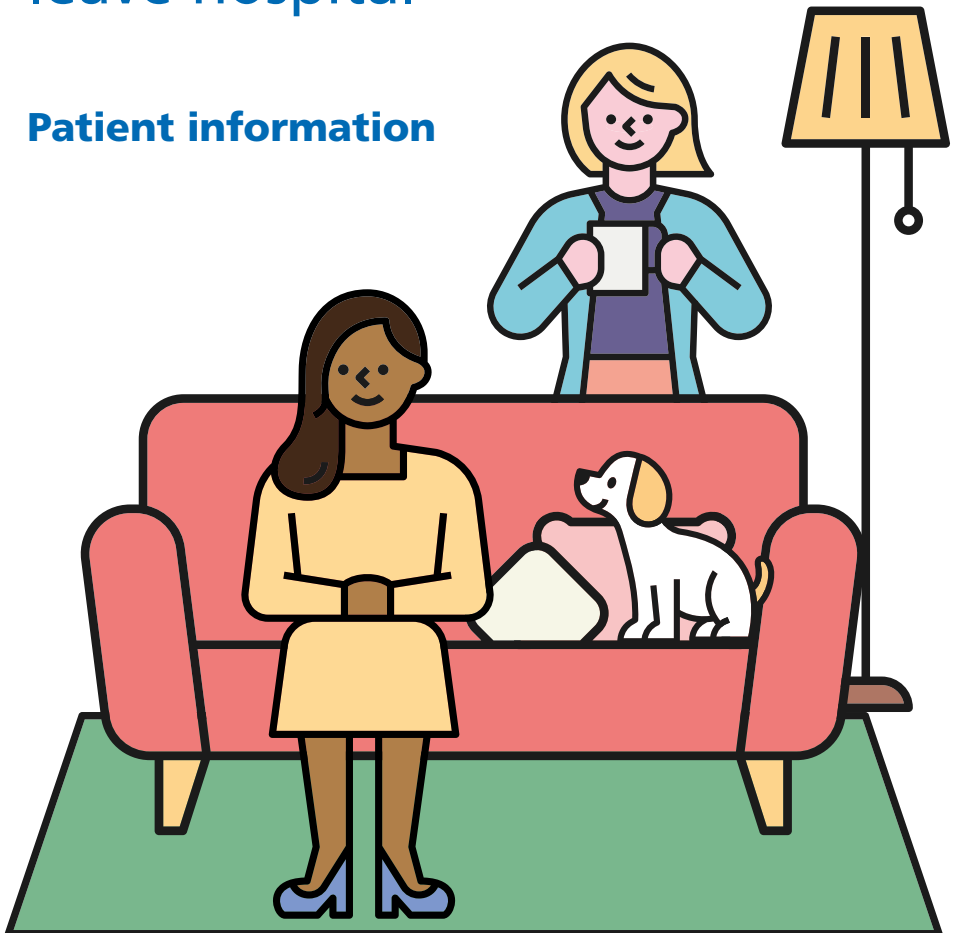


Getting you **'one step closer to home'** and helping you leave hospital

Patient information



Your hospital discharge information

It is our aim to get you home as soon as you are well enough.

This document will help us plan with you and your loved ones how you leave hospital. It explains what happens when you leave hospital and why it is important to get home.

Use this document to make a note of any questions you have or things you would like to discuss with us. Keep it with you in hospital. Take it with you when you leave.

Hello, my name is: _____

I am on ward: _____

Ward telephone number: _____

My Consultant is: _____

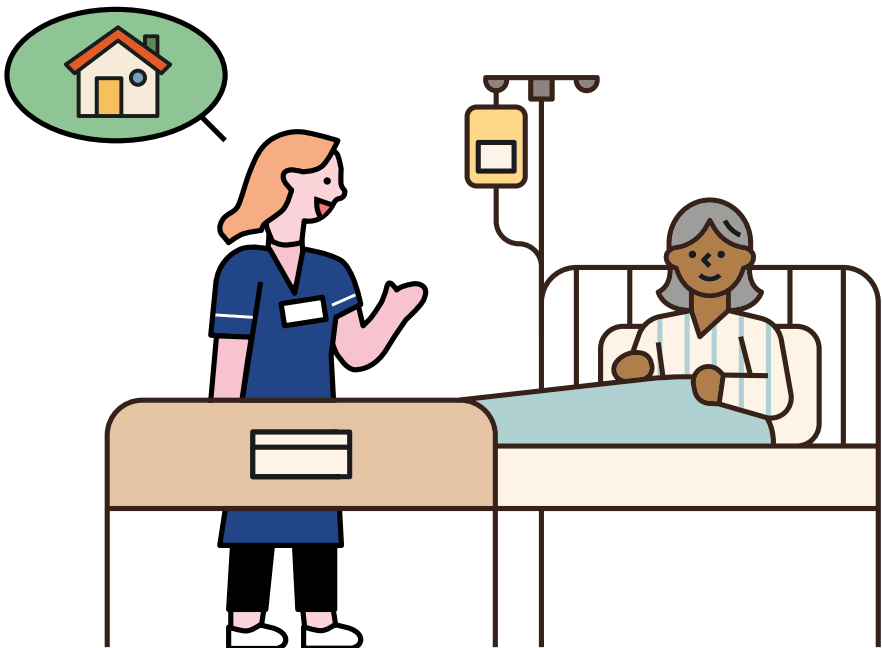
My expected discharge date is: _____

Why are we talking about leaving hospital so soon?

We want to start planning to get you home as soon as possible. You will be told when you might leave (your expected discharge date) by the team looking after you. This will be when you no longer need hospital care. It is important everyone knows what this date is so we can all work towards it.

We will send you to the best place for you to finish getting better. Usually this will be your home.

We may need to sort out care for you after you leave hospital. If you need this, we may move you to a different bed while we arrange it.



Why is home the best place for me?

People think of hospitals as safe places but long stays can increase your risk of:



falls



illness



lack of sleep



**losing muscle
strength**

When you need specialist medical care, the hospital is the right place to be. After your treatment, it is much better for you to leave hospital as soon as possible. If you stay in hospital when you don't need to it will take longer to recover.

If we can't offer the help you need as soon as you are ready to go home, we may move you to a different bed for a short time.

Why can't I stay in hospital longer?

We must make sure there are enough beds available for people who need to be in hospital.

If you stay for longer than you need to, this puts pressure on the hospital. It also means patients who do need to be in hospital must wait longer for a bed.



How can I help?

It's important to talk to your loved ones or carers and to the teams looking after you. Don't be afraid to ask questions about leaving the hospital. Here are four questions that you should ask the team caring for you:

1. Why am I in hospital?
2. What is going to happen to me today?
3. When am I going home?
4. What will help get me home?

You need to have the right support when you leave hospital. To help you, we must know what support you already have in place.

We will talk to you about things you might need, for example.

- Equipment
- Changes to your home
- Help with personal care (washing, getting dressed)
- Social support
- Any help from family members or carers.

What if I can't go home?

We want you to have the best recovery possible. When you no longer need hospital care, we want to get you home.



If going home is not the safest choice or you need extra help, we may move you to something called a community bed. You may have to pay for this. You will be able to talk to our team and your family or carers before we make this choice together.

You may be admitted to our community ready and reablement unit (CRRU) where you can rest and recover after being in hospital. You may be transferred here if a consultant is happy that you no longer need inpatient hospital care. The CRRU brings you one step closer to home when there is a delay in discharge. This may be while we wait for extra care to be put in place for you in the community or at home.

There are lots of short-term community beds in South Tyneside and Sunderland. We will find and move you to the first bed that is available in your local area. This might not be closest to where you live. We will always try to keep you as nearby as we can.

The type of community bed you move to will depend on the level of care you need. This could be for:

- getting you back to full health (rehabilitation)
- specialist care
- more rest
- waiting for more care to be confirmed.

When you move to a community bed it is because you no longer need to be in hospital. It will help with your recovery. It also frees up hospital beds for other people.

What if I need more support?

If you need more care after your hospital stay, we will talk to you about this. A team of health and care professionals will help you. We will put a care plan in place which may include:

- follow up appointments.
- a visit from our community nursing team.
- sorting out help at home, in a care home or hospice.

What if I have any problems after leaving?

We understand that you may worry about leaving hospital. That's why our teams are here to help you and your loved ones every step of the way.

You can contact the ward with any worries you have.

What happens on the day you leave hospital?



Discharge Lounge

Once you are ready for discharge you will be transferred to the Discharge Lounge at the earliest opportunity, whilst you await your medication and / or transport. Please have appropriate clothing for your journey home. We will look after you until you leave hospital.



Time

We will aim to get you home before lunchtime. This is so you are not kept waiting in the hospital. It will also give you time to settle in.



Transport

Most patients plan a lift home with their family or friends. If you need patient transport we will sort this for you.



Medication

We will make sure you have the medicines that you need. This includes any medicine you came in with.

We will clearly explain any new medicines that you need to take. If you are not sure about your medicines, please ask before you go home.

If you have any questions after you leave hospital please talk to your GP.

Final Steps

Some final things to think about before leaving the hospital are:

- Ask a loved one to make your home ready for your return.
- Make sure you have food available and the heating is on.
- Pick suitable clothes and shoes to go home in.
- Check that you have your house key with you.
- Make plans for any people you care for.
- Ask a loved one to collect you from the Discharge Lounge. Patient transport is only for those with a clinical need.

It's important to let us know if getting into your home could be hard. We need to know things like:

- If your home is on a very tight corner.
- If there are steps to your front door.
- If you live in an upstairs flat or an apartment.

What happens after I leave hospital?

Follow-up appointments

Most patients who go home don't need follow-up care right away. If you do need another appointment, we will try to arrange this as soon as we can. This may be before you leave hospital or shortly after you get home.

When you go home we will contact your GP. This is so they know what treatment you have had in hospital.

Looking after your wound

If you have had an operation with us, you may need to go to a wound care clinic.

This could be to have your stitches taken out. It may be to check up on another wound like a bedsore.

Our staff will tell you about the wound care clinics and how to book an appointment.

Home check-up

If we think you need a check-up at home we will sort this for you. This is to see how you are doing and if you need any more help.

Your check-up will usually be at home. If not, it will be in a community health centre.

Recovery at Home

When you leave hospital you might need some extra help at home. We have a Recovery at Home team to help manage your condition at home. If you are offered this help, it's important that you accept it.

You can contact our Recovery at Home team 24 hours a day, 7 days a week.

- **South Tyneside Recovery at Home: 0191 283 1930**
- **Sunderland Recovery at Home: 0191 561 6666**

If I need care, who will pay for it?

If you need extra help when you leave hospital, you can get short-term care until your long-term needs are checked. We will talk to you, your family and carers to help make any choices. A social care worker will do a financial check to decide if you need to pay for your care.

If you qualify for NHS Continuing Health Care you do not need a financial assessment. For more information visit:

<https://www.nhs.uk/conditions/social-care-and-support-guide/money-work-and-benefits/nhs-continuing-healthcare/>

Useful contact numbers

NHS 111 and Out-of-Hours GP Service

Phone: 111

24 hour confidential health advice and information.

Emergency Services

Phone: 999

24/7 support with serious and life-threatening conditions.

South Tyneside

Out-of-hours Palliative Care Team

Phone: 07768614963

Gives out-of-hours, specialist advice and care to palliative and end of life care patients. For advice during normal working hours, please call your District Nurse.

Let's Talk Team

Phone: 0191 424 6000

Out-of-hours: 0191 454 2093

A team of social workers and therapists. Giving support and advice about your care.

Adult Mental Health Team

Phone: 0191 424 4335

Out-of-hours: 0191 456 2093

Offering mental health support and advice

More Information

For more information and lists of other organisations that can support you and your family please visit:

www.southtyneside.gov.uk/article/34705/Care-and-health

Sunderland

Out-of-hours Palliative Care

Phone: 07798925128

Gives out-of-hours, specialist advice and care to palliative and end of life care patients. For advice during normal working hours, please call your District Nurse.

Adult Social Care

Phone: 0191 520 5552

A team of social workers and therapists. Giving support and advice about your care.

Initial Response Team

For mental health crisis

Phone: 0303 123 1145

24 hour mental health care, advice, support and treatment.

More Information

For more information and lists of other organisations that can support you and your family please visit:

www.sunderlandinformationpoint.co.uk

If you have any questions about your hospital discharge, please make a note of them here:

Advice and complaints

We work hard to make sure that your stay or visit is as comfortable and stress free as possible. There will be times when we exceed your expectations and times when we fall below the high standards that we set ourselves. When this happens, we want to know so we can feedback to our teams and let them know what they are doing really well and how we can improve in the future. All feedback is important to us, good and bad.

Contact our Advice and Complaints Service:

Advice and Complaints Service

B Floor

Sunderland Royal Hospital

Kayll Road

Sunderland SR4 7TP

Email: stsft.adviceandcomplaints@nhs.net

Telephone: 0191 569 9855 or Freephone 0800 587 6513

Opening times: Monday - Friday 8:30am - 5pm

Other formats

This leaflet can be made available in other formats including another language, large print or audio, upon request.

Please ask the department where you are being treated, to contact stsft.trustcomms@nhs.net.

South Tyneside and Sunderland NHS Foundation Trust

General Enquiries (Main switchboards)

Sunderland Royal Hospital: 0191 565 6256

South Tyneside District Hospital: 0191 404 1000

Website: www.stsft.nhs.uk

We try hard to keep our information leaflets up to date. This information was correct when we wrote it. It may not include very new changes. Staff will tell you if anything has changed and check that you understand at your appointment. You should ask if you are unsure about anything.

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