

Hospital Discharge Handbook

For Patients, Carers and/or Relatives



How long will I be in hospital?



Hospitals are the right place to be when you need a specific medical or surgical treatment. However, when you are well enough, our aim is to get you home as soon as possible.

How can I be supported to go home sooner?

There are many ways we can support your discharge, including:

- ✓ **Acute Hospital at Home**
AHAH is a way of receiving care, monitoring, and treatment from your own home. Our team will monitor you at home and your progress will be discussed with our consultant.
- ✓ **Early Supported Discharge**
Specialist teams who help you to go home as soon as you are able, and support you in the community.

- ✓ **Outpatient Care**
Outpatient Care means you can go home and return to the hospital for tests, or a review in an outpatient clinic.
- ✓ **Urgent Community Response**
Urgent Community Response Teams (UCR) focus on enabling a person to stay safe and well in their own home. The UCR team provide short-term care to people in their own homes and care settings.

Planning your discharge

It is good practice to start planning for your discharge in advance.

Our aim is to get you fit enough to go home as soon as possible so that you can recover sooner.

When you are admitted you will be given an EDD (expected date of discharge) which will be reviewed daily. We will involve you and your family/carer as much as possible when planning your discharge.

Discharge Checklist

Before your discharge we will look at:

- Possible changes to your needs following admission and the level of recovery you may need.
- Your home environment, for example: stairs within the property, the location of the bedroom and bathroom.
- Social Care Needs
- Any equipment or home adaptation requirements.
- Need and eligibility for care packages, continued nursing care or other services.
- Medication Changes
- Transport Needs

Remember that all staff, patients and their families/carers play a part in ensuring a smooth and efficient discharge. We will work with you to plan and deliver support after discharge.

Transport Home

Hospital transport cannot be booked unless you meet a specific criteria set by the Department of Health. If you require more information about this, please speak to your nurse.

If possible, we ask that you make arrangements for someone to collect you from the hospital on the day of your discharge. We will aim to get you home as early as possible on the day of your discharge. If you cannot be collected at the time of your discharge, you may be transferred to the Discharge Lounge. If you are having difficulties arranging for someone to collect you, please discuss this with your nurse.

Equipment

We will provide prescriptions for any aids or equipment you may need. These can be collected from local retailers. Please speak to your care team if you or your family will be unable to collect the equipment or aids.

You will receive training on how to use any aids or equipment during your time in hospital.

Day before Discharge

You and your family/carers will need to arrange:

- Transport Home**
- Some outdoor clothes and shoes in which you can travel home.**
- Your door key to be with you, or someone at home to meet you.**
- Any heating to be turned on at your home during the colder months.**
- Any food you require at home to be organised.**
- Contact numbers and names of any services which may have been arranged.**

Have you signed up to MyChart?

MyChart is your personal health record. Once you have created an account, you can view your record either by downloading the MyChart app, or on your browser on:

<https://mycare.exe.nhs.uk/MYCARE/Authentication/Login>

For more information go to:

<https://www.royaldevon.nhs.uk/patients-visitors/my-care/>



Discharge Lounge

We will aim to get you home as early as possible on the day of your discharge.

On the day of your discharge you may be transferred to the Discharge Lounge. The Discharge Lounge is located on the ground floor, close to the main entrance.

The Discharge Lounge is a safe, secure area which is equipped with seating for 21 patients plus an outdoor space. Breakfast, and a picnic lunch is provided along with hot and cold beverages. There are also TVs, radio, puzzle books and magazines available.

A member of staff will bring you to the discharge lounge. You may have a short wait for medications and/ or discharge paperwork. Once they arrive we will explain any changes and answer any queries you may have.



The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by Royal Devon staff undertaking procedures at the Royal Devon hospitals.

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