

Your discharge from hospital



Patient name (printed): _____

Ward: _____

Expected date of discharge: _____

Date leaflet issued to patient: _____

Issued by: _____

Welcome to Mersey and West Lancashire Teaching Hospitals NHS Trust

You are here because you need treatment that can only be provided in hospital. Most patients are admitted to hospital through the Emergency Department. Initially you may be cared for in an observation or assessment ward, before moving to a different area of the hospital. This is to make sure you receive the most appropriate care for your needs.

What happens now?

There will be a lot of different people involved in your care, including doctors, nurses and therapists. They will discuss your care needs with you and your family, so that we can get you home as quickly as possible.

If extra support is needed to get you home, or you have a change in care needs, we will ask for you or your representative's consent to refer you to social services. A member of the social work team will work with you, your representative and hospital staff to make sure you can be discharged safely. Once you have left the hospital, if it is still required, a social worker will continue to support you. This will be discussed with you before you are discharged.

Please provide the name and number of the person you have chosen as your representative in the box below. A representative is a relative or friend who can be contacted to discuss plans relating to your discharge from hospital.

Contact Name:

Contact Number:

Where a patient is unable to make their own decisions and does not have anyone to support them, we can arrange for an independent representative (patient advocate) to support them in discussions about their future care. Please let us know if this may be needed.

Staying active in hospital

Staying in bed and wearing night clothes promotes the feeling of illness.

Research has found that for every ten days of bed rest in hospital, patients aged over 80 suffer the equivalent of ten years of muscle ageing. This makes a big difference in how independent you are after leaving hospital.



Getting out of your night clothes and into normal clothes can help you start to feel better.



Try to stay mobile, it can help your recovery.

If staff recommend that you need assistance or supervision when moving, please ask them for assistance and wait until they come to help you.



Not smoking while in hospital can help you recover faster and nicotine replacement therapy can help.

If you would like help and support to stop smoking following your discharge, please contact your local stop smoking services for free help. For more information on what is available in your area search:

www.readytostopsmoking.co.uk or TEXT: QUIT to 61825

When can I go home?

We will aim to give you an expected date of discharge on admission, however, this may change depending on the care you need.

Once our clinical team advise that you no longer require acute hospital care we will aim to discharge you on the same day. If you need additional help to support your discharge, for example carers or equipment at home, we may not be able to discharge you on the same day, but we will aim to discharge you from hospital as soon as possible.

You may require additional support such as care, therapy or equipment in order to return home. We will arrange this with you.

Please let a member of staff know as soon as you arrive if there are any issues that may affect your discharge so that we can plan well in advance. If you are homeless, or do not have safe secure housing to return to, please let us know, so that we can help you find a safe place to stay when you are able to be discharged.



It is important that you can return home in a timely, well-planned way.

There are several reasons why we aim to get patients home as early as possible in the day.

- *Leaving hospital earlier in the day is safer and more convenient for you and your family.*
- *Transport is more readily available.*
- *Shops, pharmacies and other services are open if you need them.*

What happens if I cannot return to my own home?

Most patients can return to their own home when leaving the hospital. This will always be the first option considered in planning for your discharge.

If you cannot return home immediately and your future care or treatment needs are unclear, you will be transferred to a suitable temporary place of care for assessment of your longer-term needs. We will discuss the available options with you and aim to move you within 24 hours.

If your preferred choice is not immediately available, you will not be able to remain in the acute hospital. You will be transferred to an appropriate place of care until your home of choice becomes available. Community assessment placements are available in your area and may be in a nursing or residential home.

You will continue to receive the necessary treatment, care or assessments to help you return home or to find an appropriate long term residential or nursing home. This will give you and your family the time to make important decisions whilst you are looked after in an appropriate environment.

Staying in hospital once you are well enough to leave can impact on your health.

- You are more likely to acquire a hospital acquired infection.*
- Older people are more likely to become confused in hospital. This confusion can have a lot of side effects, including making dementia worse.*
- Unfamiliar surroundings and confusion make it more likely that patients will fall whilst they are in hospital. We do all we can to prevent this from happening but there are 250,000 inpatient falls every year in the UK. Falling can cause injuries that mean patients will spend even longer in hospital. Many of these patients would not have fallen if they had been in familiar surroundings.*

How are you getting home from hospital?

- Can family/friends take you home?
- Can you catch the bus?
- Are you able to get a taxi?

- Staff will try to assist you by giving you information about transfer options.
- Arriving by ambulance doesn't mean you will need patient transport to get home.
- Access to patient transport is based on medical need and we follow government eligibility guidance.

- Patient transport booked on the day may take up to three hours to arrive.
- If you have transport booked with the hospital, but later make other arrangements to get home, please let staff know.
- Remember to take all of your belongings with you.

For more information go to:
tinyurl.com/nwastransport



On the day of your discharge

- You will be given a discharge summary, which is a letter that contains details of your hospital treatment and ongoing medication. A copy of this letter will also be sent to your GP.
 - You may be provided with a small supply of medication and dressings. Once you have used these, you can request any items you need from your GP surgery.
 - If you need any additional care or any follow up appointments after you go home, the ward staff will provide you with all the information you need to contact the services you may require.
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Patient Discharge Lounge

Before you leave the hospital, you may be transferred to the Discharge Lounge.

The Discharge Lounge is a comfortable environment where you can be cared for while you are waiting to leave hospital.

Refreshments are available, including hot and cold beverages, and a selection of sandwiches and snacks. There is a television and a selection of books and magazines.

If you need to take medication while you are there, staff can administer this, along with oxygen and insulin. The team can also provide information and advice on any medication you are taking home with you.

The Discharge Lounge is open:

- Monday – Friday: 7am - 8pm
- Saturday, Sunday and Bank Holidays: 10am - 6pm

The Discharge Lounge can be found on Level 1 of Whiston Hospital and can be contacted by telephone: **0151 430 1554**.

Please fill in the checklist below in preparation of your discharge. If you answer no to any question please highlight this to a member of staff.

Discharge checklist	Yes	No
Have you made arrangements for transport and someone to collect you from the hospital to take you home?		
Have you reminded the person collecting you from hospital to bring your outdoor clothes and shoes?		
Have you got a door key to get into your house?		
Do you have all of your possessions with you, including your valuables, that you brought into hospital?		
Do you have a fit note or medical certificate if you require one?		
Have you been given your discharge letter? A copy will be sent to your GP.		
Do you have your take home medication?		
Have you been given enough information about any changes or new medication you are being given to take home with you?		
Are you clear about what will happen next with your care? E.g. <i>Follow up appointment or District nurse visit.</i>		
Do you know who to contact if you have any concerns once you have been discharged?		

Once you are home

If you have any concerns or questions about your health following discharge you can:

- Visit NHS 111 online: 111.nhs.uk or call 111 if you urgently need medical help or advice but it is not a life-threatening situation.
 - Visit NHS 111 online or call 111 if you are not sure which NHS service you need.
 - Speak to your GP – appointments are now available in the evening and at weekends.
 - Only attend the A&E Department or ring 999 if it is an emergency.
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Frequently asked questions/what if...?

The district nurse does not arrive when expected?

Contact the ward you were discharged from or your GP surgery who will provide a telephone number.

Home care does not arrive when expected?

If you live in;

- **St. Helens:** *telephone Contact Cares: 01744 676767, 8am-10pm*
- **Knowsley:** *telephone Contact Centre: 0151 443 2600*
- **Halton:** *telephone Adult Social Care line: 0151 907 8306*
- **Liverpool:** *telephone Liverpool Social Care Team: 0151 282 6600 9am-5pm, or 0151 233 3800 out of hours*

What if my recovery is not going as expected or I have concerns?

Contact your own GP who will assess the situation.

Who do I contact if I have a question about the medicines I have brought home from hospital?

- The hospital Pharmacy Medicines Helpline tel: 0151 430 1565.
The helpline is open Monday to Friday, 9am-5pm.
- Your local pharmacy.
- Your family doctor (GP).

My medication/dressings are starting to run out?

A copy of your discharge summary, including details of any dressings/medication prescribed during your hospital stay will have been sent to your GP, so contact them if further medication or dressings are required.



Other useful contact details

NHS Non-emergency

Telephone 111

Social Worker Discharge support teams (Monday – Friday 9am-5pm). Please call the number of the area you live in.

- **St. Helens:** 0151 430 1667
- **Knowsley:** 0151 290 2023
- **Halton:** 0151 430 1667
- **Liverpool:** 0151 282 6600

Healthwatch Patient Information Service

- **St. Helens:** 0300 111 0007
- **Knowsley:** 0151 449 3954
- **Halton:** 0300 777 6543
- **Liverpool:** 0300 777 7007

Patient Advice and Liaison Service (PALS)

Tel: 0151 430 1376 email: pals@sthk.nhs.uk

Help and support

Having some support at home or making sure you do not spend lots of time alone can really help you stay out of hospital. The following groups provide support for older people:

Mid-Mersey Age UK

Tel: 01744 752 644 email: enquiries@aukmm.org.uk

Open Mon – Fri, 9:00am – 4:30pm

The Silver Line helpline for older people

Email: www.thesilverline.org.uk

There is a free helpline you can call 24 hours a day – 0800 4 70 80 90

Other healthy living support services

- St Helens Wellbeing Service 0300 300 0103 or 01744 371111
- Healthy Knowsley 0800 0731 202 or 0151 289 9555
- Halton Health Improvement Team 0300 029 0029



This leaflet can be made available in alternative languages/formats on request.

如有需要，本传单可提供其他语言/版式
此單張的其他語言/格式版本可按要求提供

Na żądanie ta ulotka może zostać udostępniona
w innych językach/formatach.

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'Your discharge from hospital'

Whiston Hospital

Warrington Road,
Prescot,
Merseyside
L35 5DR

Telephone:
0151 426 1600

St Helens Hospital

Marshall Cross Road,
St Helens,
Merseyside,
WA9 3DA

Telephone:
01744 26633

Newton Community Hospital

Bradlegh Road,
Newton-le-Willows,
Merseyside
WA12 8RB

Telephone:
0151 290 4835



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@mwlnhs

www.merseywestlancs.nhs.uk