

Your discharge from hospital

Patient information



Welcome to our hospitals. You are here because you need treatment that can only be provided in a hospital.

We aim to discharge you from hospital as soon as you are well enough.

It's important for us to work together to make sure you're not in hospital any longer than you need to be.

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

- 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 can make a big difference in how independent you are after leaving hospital.
- Older people are more likely to become confused when in hospital. This confusion can have a lot of side effects, including making dementia worse. It can mean the difference between going home or going into a nursing home. We're not sure why being in hospital has this impact, but it's probably due to being in an unfamiliar and stressful place, away from a normal routine.
- These 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 around 250,000 inpatient falls every year in the UK. Falling can cause injuries and means that patients will spend even longer in hospital. Many of these patients wouldn't have fallen if they had been at home.

That's why we want to discharge you from our hospitals as soon as we can, so you can recover at home or in another place more suitable for your needs and get back to your normal routine as soon as possible.

What happens now - where best now?

There will be a lot of different people involved in your care – all of them should have the aim of getting you back home as quickly as possible. They should talk to you and your relatives about your discharge, they should let you know when we think you are ready to be discharged and what needs to happen to get you out of hospital.

Hopefully you will be able to go straight home, or it may be that you need more care, or further assessment in another hospital, or a place closer to home. This will be delivered by another NHS or social care provider, and we will work with them to ensure a smooth transfer of your care. We will work with these teams to make sure you have any help and support you need.

During your stay, we may move you to a different area of the hospital – this is to make sure you are receiving the most appropriate care for your needs.

It's important that you talk to your relatives / friends and to the teams looking after you about your discharge. Don't be afraid to ask what's happening - the teams looking after you know how important it is that we get you home. Make sure you let us know of any support you already have - such as equipment or carers.

Including you and the people important to you in your discharge

We will involve you at every stage of planning your discharge. We will also work with you to include people who are important to you, such as relatives, carers or friends, in your discharge and planning what will happen after you leave hospital.

The teams looking after you know how important it is that we get you home and will ask questions about any support you already have at home, such as equipment or carers. We encourage you and the people important to you to speak with our teams to let them know if you have any questions about your discharge planning.

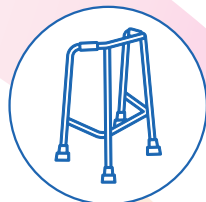
If you are unable to make your own decisions and do not have anyone to support you, we can arrange for an independent representative (patient advocate) to support you in discussions about your future care. Please let us know if you think this may be needed.

Did you know...

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



Try to stay mobile if you can - it can help your recovery - make sure you ask your nurse if you can get up and out of bed.



Not smoking whilst in hospital can help you recover faster - nicotine replacement therapy can help and is available free of charge.



How you can support your discharge

If you or your family or carers have any concerns, or are aware of any circumstances that will impact on your discharge arrangements, please let a member of staff know as soon as possible. Should your preferred family member or carer not be available to help to plan

and support your discharge from hospital, we ask you ensure other suitable arrangements are in place, so your discharge is not delayed.

As discharges can often be arranged within a matter of hours, please ensure you and your family or carers give consideration to how you will access your home, ensure you have suitable clothes to go home in, and ensure you have food and heating available at home.

In most circumstances it can be easier for you to arrange transport with family or friends unless ambulance transport is needed due to your medical condition.



What we will do

What are the options when you leave hospital?

- Most patients can return to their own home or care home when leaving the hospital and this will always be the first option to be considered in planning for your discharge.
- You may require additional support such as care, therapy or equipment in order to return home. We will arrange this for you.
- If you cannot return home immediately and your future care or treatment needs are unclear, you will be transferred to a suitable community bed for assessment of your longer-term needs. You will be moved to the next available bed. There will be no choice as this is not a long term decision.
- This process is known as “discharge to assess” we recognise people have different needs once they no longer need care in an acute hospital. Staying longer than necessary is not good for your recovery or wellbeing. Staff are asked to arrange discharge on the day the doctor agrees you no longer need hospital care. **You cannot stay in hospital if you choose not to accept the care offered to you on discharge.**
- During your stay in a community bed, you will receive the necessary treatment, care or assessment 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.

Social Care Payments

- Whilst NHS care is free to everyone, social care is not.
- If you need more care and support now than when you came into hospital, this will be provided free of charge for a period of time to support your recovery. The team caring for you will be able to advise how long this period might be. Assessments of your needs, as well as decisions about the provision of any long-term care and support, will be made during this time. After this time, you may be required to contribute towards the cost of your care and support, if you need it. A social worker can assist you with this process



Leaving the hospital

On the day of your discharge, you may be transferred to our discharge area or to a comfortable seated area of the ward, where you will be looked after until you leave the hospital.

We will aim to get you home before lunchtime wherever possible, so you are not kept waiting in the hospital and have time to settle in at home or in the place you are transferred to.

You may be provided with a small supply of medication on discharge. Staff will ensure you have clear instructions on how to take your medication and any possible side effects. If you are unclear, please ask staff for assistance.

Upon leaving the hospital if you have any questions about your medication or require more medication you should contact your local pharmacy or family doctor (GP), or the hospital ward if you have been advised to do so.

When you are discharged from hospital you will return to the care of your GP who will receive a summary of your treatment from the hospital.

If you have any concerns or questions about your health following your discharge from hospital you should:

Call NHS 111 if you urgently need medical help or advice but it's not a life-threatening situation. You can also call NHS 111 if you're not sure which NHS service you need. You can also speak to your GP and appointments are now available at weekends and evenings. Only attend A&E or ring 999 if it's an emergency.

Help and support

You can get lots of help and advice about your health at www.nhs.uk

There is lots of support and advice about community groups, help and support on the internet. Having some support at home or making sure you don't spend lots of time alone, can really help you to stay out of hospital.

Take a look at the following websites who all offer lots of support for older people.

Age Concern

www.ageconcernliverpoolandsefton.org.uk

You can also call them on 0151 330 5678 or 01704 542 993

The Silver Line

www.thesilverline.org.uk

There's a free helpline you can call 24 hours a day -
0800 4 70 80 90 www.royalvoluntaryservice.org.uk

Liverpool City Council

<https://liverpool.gov.uk/adult-social-care/>

You can also call them on 0151 233 3700.

Sefton Council

<https://www.sefton.gov.uk/social-care-and-health/adult-social-care/>

You can also call them on 0345 140 0845.

Feedback

Your feedback is important to us and helps us influence care in the future. Following your discharge from hospital or attendance at your Outpatient appointment you will receive a text asking if you would recommend our service to others.

Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further Information

For further information, please ask to speak to the ward manager or matron. For comments, compliments, or complaints you can contact our Patient Advice and Complaints Team (PACT)

How to contact PACT

PACT is available from 10am-4pm, Monday-Friday. Outside of these times, you can leave a voicemail message or send an email, the team will reply within 48 hours. Tel: 0151 706 2380 or Email: PACT@liverpoolft.nhs.uk

You can also complete our online feedback form to share your thoughts on our services. This could be to compliment a team or colleague for the care they delivered, or complain, if you were unhappy with treatment you or a loved one received.

Visiting PACT

You can visit PACT at any of our hospitals during the following times:

Aintree University Hospital, 9am-4pm, Monday-Friday.
Located in the Tower Block, ground floor, PACT office.

The Royal Liverpool University Hospital, 9am-4pm, Monday-Friday.
Located in the Prescott Street entrance, ground floor, PACT office.

Broadgreen Hospital, 10am-2pm, Monday-Friday.
Located in the main entrance of the hospital, behind Security office.

Broadgreen operates a drop-in clinic. You do not need to make an appointment, but we may ask you to return at a later pre-arranged time if our colleagues are supporting other visitors at the time you arrive.

Author: Kathryn Tartt
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Review date: January 2027

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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