

Getting ready to leave hospital (discharge)



Information for patients at
Princess Royal University Hospital (PRUH)

This leaflet answers some of the questions you may have about what happens when you are discharged from hospital. If you have any other queries or concerns, do not hesitate to speak to the doctors or any of the team who are treating you.

Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.

Ensuring your safety is our primary concern.

When do you start planning my discharge?

The same day you come into hospital, the staff caring for you will help you plan your discharge. Please ask your named doctor or nurse about your expected date of discharge so that you can make arrangements.



You will leave hospital as soon as you are well enough and continue your recovery at home or somewhere more suited to your needs. We can then give your bed to someone who needs to be in hospital.

While you are in hospital our priority is to give you the best medical treatment to help you recover. The staff caring for you will do regular assessments to track your progress and see how you will manage once you leave hospital.

Our Transfer of Care Bureau will discuss with you any extra care and/ or special equipment you may need when you leave hospital. It will also discuss with you and your family if your care needs to be transferred to another place such as a care home or rehabilitation centre, or whether you can receive the help you need at home. Please be open and honest about your needs and any worries or concerns you may have, as it helps us make sure you get the right support once you leave hospital.

When the medical team agree that you are well enough to leave the ward, we will discharge you and complete your assessment for ongoing care at home. Alternatively, you may be transferred to a discharge bed where you will stay for a short period until your care needs are assessed and arranged.



Can I get help at home?

Most people leave hospital and go home without needing additional help.



But if you need some temporary additional support to help you get back to completing day-to-day activities, there are a wide range of community based services available. These include district nurses, community matrons, rehabilitation staff and services to help with your meals or getting you washed and dressed. There are also a wide range of services delivered by voluntary groups across Bromley.

Your care team will discuss all these options with you as part of your discharge or transfer of care plan.

What happens if it is not practical to go home?

If it is not safe or practical for you to go home, your care team will discuss your needs with you and your family or carers, to look at other available options. These **may** include: going to a community care facility for a short period to help with your rehabilitation; going to a residential or nursing home, or going to a temporary care residence for further assessment.



You may need help meeting the costs of your care, when you leave hospital. A case manager will talk to you about the financial assessment process and what you will need to think about. We will give you the forms you need to complete. It would be useful if you could fill these out quickly, to help us plan your discharge or transfer. If you need assistance to complete these forms, we will help you.

We understand that leaving hospital can be a difficult and stressful time for you and your family, so we always plan to meet your individual needs. If you are being transferred to a care or nursing home, and the one you have chosen is not available (either no



vacancies or the facilities will not meet your needs), we will transfer you to the next best available place for the interim period, to ensure you continue to receive the best possible care. If you would like more information about this, ask the care team.

What happens on the day of discharge?

Our aim is that you leave your bed space by 10am. You can go to our discharge lounge to wait for your transport to arrive. There are nurses available to give you advice or any care you need before you leave.



Transport

If you are going home, you need to make your own arrangements. We will ask you for the contact details of the person who will collect you. If you need special transport for medical reasons, we will book that for you.



If you need advice about travelling on public transport, our Patient Transport Service may be able to help you. They are open 8am - 8pm, Monday - Friday and 10.30am - 5pm at weekends. You can contact them on **01689 865933**.

Before you leave, please make sure that you have all your personal belongings, including your house keys, before travelling home. Please ask a family member or friend to make sure that basic supplies are available for you at home, so you have something to eat and drink.

Medicines

Your nurse will explain what medication you need to take. If there is anything you are unclear about, please ask your nurse. If you need more of your prescribed medicines you can get them as normal from your GP (home doctor).



Equipment and supplies



We will make sure you go home with a short-term supply of the things you need for your care. When you are home, you need to arrange for more supplies yourself. Before you leave hospital, staff will give you the contact information you need to do this. If you need equipment at home to support your immediate needs when you leave hospital, we will arrange this for you.

If you need help at home, we will arrange community support services before you leave, or arrange additional support while we assess you at home (a nurse, carer or assistance from voluntary services). The discharge letter we send to your GP will explain what we have organised for you.

If you have any concerns once you are at home, please contact your GP or your local social services:

Bromley Social Services	020 8461 7777
Bexley Social Services	020 8303 7777
Croydon Social Services	020 8726 6500
Lambeth Social Services	020 7926 5555
Lewisham Social Services	020 8314 7777
Southwark Social Services	020 7525 3324

Discharge summary

When you leave hospital we will give you information about your treatment and discharge medications and send a copy to your GP.



Who can I contact with queries and concerns once I am at home?



At home you will have the support you need, as agreed when we planned your discharge. If you have any queries or concerns, contact your GP.

The Transfer of Care Bureau at hospital may give you a contact number to ring in an emergency, for support with your particular condition. If you need to speak to one of the Bureau, call **01689 863811**.

Once you have left hospital, usually it is best to speak to your GP as they will have a record of the care and treatment you received at hospital and the support you need at home.

Taking care of yourself

There is a lot of information available to help you take good care of your health and wellbeing. For advice on managing a long-term condition and the support available, speak to your hospital doctor, GP or nurse. For advice on the best place in Bromley to treat your condition, go to **www.nhs.uk** or **www.healthhelpnow-nhs.net**

In Bromley we have a range of services available to help you take care of your health and treat minor ailments and injuries. If you start to feel unwell, speak to your pharmacist for quick, expert advice. For general medical advice on a range of conditions and referrals to more specialist services, please contact your GP. If it is out of hours, call **111** for out of hours advice. Bromley also has two urgent care centres (one at the Princess Royal University Hospital and at Beckenham Beacon) which treat urgent but non-life threatening conditions. Please only go to A&E in an emergency or life threatening situation.



PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you.

The PALS office is in the main hospital foyer at PRUH and they would be happy to advise you. Contact details below:

Tel: **01689 863252**

Email: **kch-tr.palskent@nhs.net**

You can also contact us by using our online form at
www.kch.nhs.uk/contact/pals

If you would like the information in this leaflet in a different language or format, please contact PALS on 01689 863252.

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