



# Leaving Hospital



Information to help you plan  
your discharge from Lings Bar or Highbury Hospitals

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Rushcliffe **NHS**

Primary Care Trust

in partnership with



Nottinghamshire  
County Council  
Social Services



City of  
**NOTTINGHAM**  
Social Services

# What is this booklet about?

This booklet gives information which will help you and your carers, friends or relatives to plan your discharge from hospital. Not all the information given will apply to you.

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# Coming into hospital

You have come to this hospital from the Queen's Medical Centre, the City Hospital, a care home or from your own home. Our ward staff will talk to you about the investigations, treatments or therapies that you may be having and they will answer any questions you may have.

## Confidentiality

Staff will only share information about you if you give permission or, in exceptional circumstances, where there is a legal requirement to protect you or other people from serious harm. Talk to the ward staff if you want more information about confidentiality.

# Planning your discharge

We think it is important to begin planning your discharge from hospital when you first come on to the ward. We want you to be fully involved in all the arrangements, to make sure you leave hospital safely.

You will be able to talk to the ward team about:

- How you have been coping at home before you came into hospital.
- Any care/support you were receiving at home.
- Any additional support you might need when you go home.
- The options available to you if you cannot return home, or are worried about managing safely at home.
- Follow up appointments that you might need after your hospital stay.
- How you can manage any medicines you might have to take safely.
- Anything else that might help you to leave hospital safely.

## Travel

You will usually be taken home from this hospital by ambulance or by a car which is booked and provided by the hospital. Alternatively, you can make your own arrangements with friends or family.

## Further treatment

- Any medicines you need will be given to you before you go. If you need more medicine once you are at home please contact your family doctor a few days before your supply runs out.
- A letter about your stay in hospital will be given to your family doctor. We will either ask you to take it with you to hand in at the surgery or we will post it.
- Ward staff will arrange for any follow up care you need at home from, for example, a District Nurse.
- You may require further rehabilitation either in your own home or a care home. Hospital staff will assess you and discuss these short-term services if appropriate.

# Getting help to live at home

If you, or anyone who cares for you, are worried about how you will manage at home, please talk to the ward staff straight away. They will ask specialist staff, including social workers and Occupational Therapists, to see you in hospital. This is called a Referral. You will be seen as quickly as possible after the referral is made.

The specialist staff can give you advice and information about the help available to you once you leave hospital. They may do an assessment with you.

## Assessment

The purpose of an assessment is to:

- Listen to your views about what you need.
- Get information from other people who know you, including your family, where appropriate. Staff will ask your permission to do this.
- Find out the level and type of help you need.
- Help you to be as independent as possible.

You will be fully involved in the assessment and know what arrangements are being made for you. Please ask if you are worried about anything.

You do not have to pay for the assessment, but you may have to pay for services that are arranged by the Social Services Department. Social Services staff will do a financial assessment with you to find out how much you have to pay.

If your assessment is completed by Social Services staff you will be given a copy of the outcome in writing. This will tell you what you are entitled to.

## Types of help available

The help you might get as a result of the assessment includes:

- **Home care** - help with needs and personal tasks like getting up and going to bed.
- **Day services** - services that mean you get some care during the day.
- **A Direct Payment** - a cash payment from the Social Services Department, so you can buy your own personal help. Social Services staff can give you more information about this if you are interested.
- **Equipment** - to help you manage at home. An Occupational Therapist or Physiotherapist will discuss this with you and may arrange for a home visit with you to see how you manage.

# Continuing care

If you need a lot of help and regular supervision by a hospital consultant, you will be assessed to see where and how this help can best be provided.

If you or your relatives disagree with the outcome of the assessment you have the right to appeal. Information on how to appeal can be obtained from the Patient Advice and Liaison Service (PALS). **Freephone: 0800 0521195**

# Moving to a care home

Sometimes, even with help, it may not be possible for some people to go home. In this situation Social Services staff will help you find out about care homes in your area. If you, your relatives, friends or carers have any concerns about finding a suitable care home or how long it will take, please discuss this with your social worker or a member of the ward staff.

You must have an assessment by social services if you need help to pay for a place in a care home. If you need care in a nursing home a registered nurse will also be involved to decide how much nursing care you need. The NHS pays for care from a registered nurse wherever you receive it, including in a care home.

## Paying for a place in a care home

- If you live in Rushcliffe, Gedling, Ashfield (including Hucknall), Broxtowe, Bassetlaw, Mansfield or Newark and Sherwood ask Social Services staff for a copy of, **“Paying for a Care Home in Nottinghamshire”**.
- If you live in Nottingham City ask for a copy of the pack, **“Paying for Residential or Nursing Home Care”**.

Even if you are planning to pay the whole cost of the place yourself make sure you read the information about paying for care before you accept a place. Social Services staff can also give you information and advice in this situation.

# Waiting to leave hospital

Sometimes you may not be able to leave hospital even though you are well enough to do so. This may be because:

- You are waiting for changes to your house.
- You are waiting for specialist equipment to help you manage.
- You are waiting for care to be arranged to support you at home.
- You are having difficulty making up your mind about a care home or you are waiting for a place in a particular care home.

In this situation staff may have to make alternative arrangements for you. This could include moving to a temporary place in a care home or going to live temporarily with friends or family. This is because we have to make sure that hospital beds are available for emergency admissions and other serious cases. The guidance we have from the Department of Health says,

“Although patient choice is considered extremely important, patients who have been assessed as not requiring NHS continuing in-patient care, do not have the right to occupy, indefinitely, an NHS bed”.

**This means that you do not have the right to stay in a hospital bed indefinitely when you no longer need hospital care.**

# Advice and information

If you go home and find it hard to manage get in touch with your family doctor or local Social Services office (see Phone Book). You can also get help from:

## NHS Direct

This is a telephone service staffed by nurses giving healthcare advice and information 24hours a day. You can get information about local health services and about voluntary groups and organisations that offer help and support.

NHS Direct can also tell you how to complain about health services and can put you in contact with someone who can help you make your complaint if necessary. **Call 0845 4647**

## Age Concern / Patients' Representatives Service

Age Concern offers free help and support for a short time to people aged over 55, during and after they leave hospital.

**Call 9770000 ext: 47964 (or ask a staff member for assistance)**

## Patient Advice & Liaison Service (PALS)

The purpose of PALS is to make sure that you are able to get information about health and health services in order to sort out problems quickly.

Contact PALS on **0115 8783020**  
or email [pals@rushcliffe-pct.nhs.uk](mailto:pals@rushcliffe-pct.nhs.uk)

# Feedback

We welcome your comments and suggestions about our services. It helps us to know when things are working well and we are keen to know where we can make improvements. If you are not happy with the service please take the following steps:

- Talk to the staff involved first, or ask to see the Primary Nurse or your Ward Sister/Manager. They may not be aware there is a problem and may be able to sort things out. The PALS worker can also talk to staff on your behalf.
- To make a formal complaint about hospital services contact the PALS worker or ask ward staff for the leaflet called “How to make a complaint about NHS services”. This leaflet tells you what to do.
- To make a formal complaint about social services contact your local social services office for the leaflet “Listening to you” (Nottinghamshire County Council) or “Your Guide to the Complaints Process” (Nottingham City Council). These leaflets tell you what to do.

## Leaving Hospital

Information to help you plan your discharge

If you would like more copies of this leaflet, or you need it in a different language or format, please contact us:

Tel: **(0115) 977 4025**  
voice and minicom

Email: **communications.ssd@nottsc.gov.uk**

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