

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 Hospital
Bradlegh Rd,
Newton-le-Willows
WA12 8RB

Southport Hospital
Town Lane Kew
Southport
Merseyside PR8 6PN

Ormskirk Hospital
Dicconson Way,
Wigan Rd,
Ormskirk
L39 2AZ

Your discharge from hospital

If you need this leaflet in a different language or accessible format please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

Welcome to Mersey and West Lancashire

Teaching Hospitals NHS Trust

Patient name (printed): _____

Ward: _____

Expected date of discharge: _____

Date leaflet issued to patient: _____

Issued by: _____

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.

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 470 8090

Other healthy living support services:

St Helens Wellbeing Service: 0300 300 0103 or 01744 371 111

Healthy Knowsley: 0800 0731 202 or 0151 289 9555

Halton Health Improvement Team: 0300 029 0029.

Other useful contact details if you have been discharged from Whiston, St Helens or Newton hospitals

NHS Non-emergency
Telephone: NHS 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) - Whiston Hospital

Tel: 0151 430 1376

email: pals@sthk.nhs.uk

Please provide the name and number of 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. We offer all inpatients help and support to stay smoke free during their stay in hospital. Our friendly team of stop smoking advisors will be able to provide patients with help and support to quit smoking, as well as facilitating a referral to your local community stop smoking service should you want to stay smokefree.

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 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.

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:

Age UK Lancashire

Tel: 0300 303 1234 email: advice@ageuklancs.org.uk

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 470 80 90.

Other support services

Sefton CVS Hospital Discharge Service: 07593 440654.

Other useful contact details if you have been discharged from Southport or Ormskirk hospitals

NHS non-emergency
Telephone: NHS 111

If you live in Sefton

Sefton Council: 0345 1400845

How to access help and support in Sefton: 0808 196 3646

Adults Safeguarding: 0345 1400845

Sefton Community Equipment Stores: 0151 288 6208

Sefton Healthwatch: 0800 206 1304

If you live in West Lancashire

West Lancashire Council: 0800 616667

How to access help and support in West Lancs: 0800 616667

Adults Safeguarding: 0300 123 6720

West Lancashire Acute Therapy Team: 01704 604071

Lancashire Healthwatch: 0300 303 8037

Patient Advice and Liaison Service (PALS)- Southport Hospital

For help and advice you can contact our Patient Advice and Liaison Service on 01704 704703.

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



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 ward you were discharged from.
- Your local pharmacy.
- Your family doctor (GP).
- If you were discharged from Whiston, St Helens or Newton hospitals you can contact the Pharmacy Medicines Helpline telephone: 0151 430 1565. The helpline is open Monday to Friday, 9am-5pm.

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.

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.
- If you feel very well you should attend the A&E Department or ring 999 if it is an emergency.

Home care does not arrive when expected?

If you have been discharged from Southport or Ormskirk hospitals, please contact your designated package of care provider.

If you have been discharged from Whiston, St Helens or Newton hospitals, please contact the relevant number of where you live.

St. Helens: Contact Cares: 01744 676767, 8am-10pm

Knowsley: Contact Centre: 0151 443 2600

Halton: Adult Social Careline: 0151 907 8306

Liverpool: Liverpool Social Care Team: 0151 282 6600, 9am-5pm, or 0151 233 3800 out of hours.

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.

Patient Discharge Lounge

On the day you are discharged from the hospital, you will be transferred to the Discharge Lounge if you fit the relevant criteria.

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 at Whiston Hospital 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.

The Discharge Lounge at Southport Hospital is open:

Monday – Friday: 8am – 6:30pm

Saturday, Sunday: 10am – 5pm
(October through to March only)

Bank Holidays: 10am – 4pm
(excluding Christmas, New Year and Good Friday)

The Discharge Lounge can be found in the Yellow Zone on Level 1 of Southport Hospital and can be contacted by telephone: 01704 704 906/466.

Discharge checklist	Y	N
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. Follow up appointment or District Nurse visit.		
Do you know who to contact if you have any concerns once you have been discharged?		