Mersey and West Lancashire Teaching Hospitals
NHS Trust

Your discharge from hospital

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

Якщо вам потрібна ця інформація іншою мовою або в доступному форматі, зверніться до співробітника, який зможе це для вас організувати

إذا كنت بحاجة إلى هذه المعلومات بلغة مختلفة أو بصيغة مُيسَّرة، فيرجى التحدث إلى أحد العاملين والذي سيقوم بترتيب ذلك لك.

如果您需要其他語言或無障礙格式的資訊，請聯繫工作人員，他們將為您安排。

இந்தத் தகவலானது உங்களுக்கு வேறொரு மொழியிலோ அல்லது எளிதில் அணுகக்கூடிய வடிவத்திலோ தேவைப்பட்டால், அதனை உங்களுக்காக ஏற்பாடு செய்துதரக்கூடிய பணியாளர் ஒருவரிடம் தயவுசெய்து பேசவும்.

Dacă aveți nevoie de aceste informații într-o altă limbă sau într-un format accesibil, vă rugăm să vă adresați unui membru al personalului, care va face demersurile necesare pentru dumneavoastră.

اگر به این اطلاعات به زبانی دیگر یا در قالب دسترس‌پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Se necessitar desta informação numa língua diferente ou num formato acessível, por favor fale com um membro da equipa que poderá organizá-la para si

اگر آپ کو یہ معلومات کسی مختلف زبان یا قابل رسائی فارمیٹ میں چاہیے، تو مہربانی کرکے عملے کے کسی رکن سے بات کریں جو آپ کے لیے اس کا بندوبست کر سکتا ہو۔

Jeżeli niniejsze informacje mają być przekazane w innym języku lub dostępnym formacie, prosimy o kontakt z członkiem personelu, który może to dla Państwa przygotować

ئەگەر پێویستیت بەم زانیارییانە هەیە بە زمانێکی جیاواز یان شێوازێکی تر، تکایە لەگەڵ ئەندامێکی ستافەکە قسە بکە کە دەتوانێت بۆت ڕێکبخات

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Welcome to our hospital

Patient Name: ……..

Ward: ……..……

Expected date of discharge: ……

Date leaflet issued to patient: ……..

You are in hospital because you need assessment, treatment or care that is best provided in a hospital setting.

You may have been admitted through the Emergency Department, directly to a ward or specialist service. You may initially be cared for in an observation or assessment area before moving to another part of the hospital. This helps us make sure you receive the right care for your needs.

What happens now?

A number of people may be involved in your care, including doctors, nurses and therapists. They will talk to you and, where appropriate, your family about your care and recovery.

From the beginning of your hospital stay, we will work with you to plan for you to leave hospital as soon as you are medically ready and it is safe to do so.

If you need extra support to leave hospital, or your care needs change, we will discuss this with you and may refer you to social care, with your consent where required.

A member of the social care team may then work with you, your representative and the hospital team to make sure the right support is in place for you to leave hospital safely.

If you need ongoing support from social care after you leave hospital, this will be discussed and arranged with you before you are discharged.

Your main contact

Please provide the **name and number** of a relative or friend who can be contacted about your discharge and future care.

Contact Name: ……..

Contact Number: ……

If you are unable to make decisions about your care and do not have anyone who can support you, we can arrange an independent advocate to help you take part in discussions about your care. Please let us know if you think this support may be needed.

Stay active - keep moving and get dressed

Getting dressed, getting out of bed and moving around safely can help you maintain your strength and independence. If you need help or supervision when moving, please ask staff and wait for them to assist you.

For people over 80, every 10 days of bed rest in hospital can lead to the equivalent of 10 years of muscle ageing.

This can make a big difference to how independent you are after leaving hospital. Getting out of your night clothes and into your normal clothes can help you feel more like yourself and get you ready for the day.

Try to stay as mobile as you can. If staff recommend that you need assistance or supervision when moving around, please ask for help and follow their advice. Every bit of movement helps.

Stop smoking

Not smoking while you are in hospital can support your recovery. All inpatients can access support from our friendly stop smoking advisors, including nicotine replacement therapy. If you would like to quit smoking after leaving hospital, we can also refer you to your local stop smoking service.

Planning to leave hospital

Your hospital team will start planning for your discharge as soon as possible. This helps make sure you have everything you need to leave hospital safely. Before you leave, we will talk to you about:

- your medicines
- any follow-up appointments
- equipment or support you may need
- who to contact if you have concerns
- how you will get home.

When can I go home?

We will aim to give you an **expected date of discharge** when you are admitted. This may change depending on your health and the support you need.

Once our clinical team decides you no longer need hospital care, we will work with you to help you leave as soon as it is safe to do so. You may need extra support to return home, such as **care, therapy, equipment or support from other services**. We will discuss what you need and arrange this with you.

Please tell us as soon as possible if there is anything that could affect your discharge, such as concerns about your home, caring responsibilities, transport or support. Telling us early means we can plan ahead and help avoid delays.

Planning ahead

Leaving hospital **earlier in the day** can make the move home easier and gives you more time to:

- arrange transport
- collect medicines
- access shops and other services
- settle back at home and get the support you need.

Planning ahead can help you get home safely and avoid unnecessary delays.

What if I cannot return home?

For most people, returning home is the first option we consider when planning discharge.

If you cannot return home straight away and your future care or treatment needs are not yet clear, you may be transferred from the acute hospital **to one of our other hospitals, a community setting or a short-term place of care,** such as a residential or nursing placement, while your needs are assessed. We will discuss the options with you and, where appropriate, aim to move you within 24 hours.

If your preferred care option is not immediately available, you may need to move to a suitable temporary placement while you wait. This could include a nursing or residential home in the community.

You will continue to receive the care and assessments you need while your longer-term needs are considered.

Why is it important to leave hospital when you are ready?

Staying in hospital longer than necessary can affect your recov-ery and independence. The longer you stay, the greater your risk of:

- losing strength and independence
- becoming less mobile
- developing an infection
- becoming confused or disorientated
- having a fall.

Leaving hospital when you are ready, with the right support in place, can help you recover safely in a more familiar environment.

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?		

Getting Home

How are you getting home from hospital?

Please think about how you will get home before you leave hospital.

Could a **family member or friend** take you home? Could you use **public transport or a taxi**?

Staff can give you information about transport options and help you plan your journey home.

Ambulance transport is limited

Arriving at hospital by ambulance does not mean you will need ambulance or patient transport to get home.

Patient transport is reserved for patients with a **medical need** and all requests are assessed against government eligibility guidance.

If you are well enough to travel by other means, please arrange your own transport, such as:

- Family or friends
- Public transport
- Taxi

The hospital cannot pay for taxi journeys home.

If patient transport is booked on the day, it may take up to three hours to arrive. If you make other arrangements after transport has been booked, please let your ward team know.

If you have concerns about getting home, please speak to your ward team as early as possible.

Before you leave, remember to take all your belongings with you.

Patient Discharge Lounge

If you are suitable for the Discharge Lounge, you may be transferred there while you wait to leave hospital. It provides a comfortable place to wait, with refreshments and support from staff.

Staff can give you medication, oxygen or insulin while you are there and provide advice about any medication you are taking home.

Whiston Hospital

Level 1

Monday–Friday: 8am–8pm 0151 430 1554

Southport Hospital

Level 1

Monday–Friday: 8am–6.30pm

01704 704 906 / 466

Information about your care in hospital

You will receive a **discharge summary** with details of your hospital treatment, medication and any follow-up care. A copy will also be sent to your GP.

You may be given a small supply of medication or dressings to take home. **If you need further supplies, contact your GP surgery**.

If you need ongoing care, treatment or follow-up appointments, ward staff will explain what you need to do and who to contact.

Questions about your medicines

If you have questions about medicines you have brought home from hospital, you can contact:

- the ward you were discharged from
- your local pharmacy
- your GP.

If you were discharged from Whiston, St Helens or Newton hospitals, you can also contact the Pharmacy Medicines Helpline on 0151 430 1565, Monday to Friday, 9am–5pm.

What if my recovery is not going as expected?

If you have concerns about your recovery or your health after leaving hospital, don't ignore them. Your GP can assess you and advise you about the care you need.

If you are unsure what service you need, NHS 111 can also provide advice and direct you to the right service.

If you have a serious or life-threatening emergency, call 999 or go to the Emergency Department.

Right Care, Right Place

If you become unwell again, make sure you get the right care in the right place.

You don't always need to come back to hospital. The right service can help you get the care you need more quickly.

GP practice
For ongoing health concerns, non-urgent symptoms, medication reviews and many common illnesses.

NHS 111
If you are unsure what service you need, or need urgent medical advice that is not a life-threatening emergency. NHS 111 can tell you where to get the right help.

Pharmacy
Your local pharmacist can provide advice and treatment for many common illnesses and minor health concerns and can advise if you need further care.

Community and local services
A range of services can support your health, wellbeing, therapy, social care and care at home—more details on the following pages.

Emergency Department / 999
For serious or life-threatening emergencies, such as severe difficulty breathing, loss of consciousness or symptoms of a stroke

Remember: If you're not sure what to do, **NHS 111 can help.**

For more information, visit:
www.merseywestlancs.nhs.uk/right-care-right-place

Right Care, Right Place

If your planned home care does not arrive

If your care package does not arrive when expected, contact your care provider or the relevant local service.

Southport or Ormskirk hospitals

If your care package was arranged while you were in hospital, details of your care provider will be given to you before discharge. If you already had care in place before your admission, please contact your usual care provider.

Whiston, St Helens or Newton hospitals

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.

Help and support

Once you are home, having the right support around you can help you stay well, remain independent and recover with confidence.

There are a range of local organisations and services that can support older people with things like practical help, social activities, advice, wellbeing and support at home.

Knowing what support is available can also help you know where to turn if you become unwell again. A list of services you can access in your local area is included on the following pages.

If you live in Sefton or West Lancashire

Sefton

Sefton Council: 0345 140 0845
Adults Safeguarding: 0345 1400845
Sefton Community Equipment Stores: 0151 288 6208

West Lancashire

West Lancashire Council: 0800 616667
Adults Safeguarding: 0300 123 6720
West Lancashire Acute Therapy Team: 01704 604071

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 8090

Other support services

Sefton CVS Hospital Discharge Service: 07593 440654.

If you live in St Helens, Knowsley, Halton or Liverpool

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

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

Patient Advice and Liaison Service (PALS)

Our Patient Advice and Liaison Service can help you if you have any questions or concerns regarding your care once you are dis-charged.

Southport Hospital

Tel: 01704 704703 or email: pals@merseywestlancs.nhs.uk

Whiston Hospital

Tel: 0151 430 1376 or email: pals@merseywestlancs.nhs.uk

Healthwatch Patient Information Service

St Helens: 0300 111 0007
Knowsley: 0151 449 3954
Halton: 0300 777 6543
Liverpool: 0300 777 7007
Sefton: 0800 206 1304
Lancashire: 0300 303 8037

Notes

Use this section to note down any questions you have, or as a reminder of any information you may need to discuss with staff about your discharge.

Whiston Hospital
Warrington Road
Prescot
Merseyside
L35 5DR

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

Newton Hospital
Bradlegh Road
Newton-le-Willows
WA12 8RB

Southport Hospital
Town Lane Kew
Southport
Merseyside
PR8 6PN

Ormskirk Hospital
Dicconson Way
Wigan Road
Ormskirk
L39 2AZ