

Travelling to our hospitals

For the best way to plan your journey visit our website: <http://www.uhmb.nhs.uk/> or contact Patient Advice and Liaison Service (PALS): **01539 795497** or for any CPFT patient advice please visit our website <https://www.cumbriapartnership.nhs.uk/> or contact Cumbria Partnership (CPFT) Patient Experience Team (PET) team 01228 608257.

Useful Contact Details

NHS Direct (24 hour health advice): **111**

Your Information:

If you would like to know how we use, share, disclose and secure your information and your rights of access to the information we hold about you, visit the Trust's website: <http://www.uhmb.nhs.uk/> or contact Patient Advice and Liaison Service (PALS) **01539 795497**

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment, please speak to a member of staff or contact PALS: **01539 795497**
Cumbria Partnership (CPFT) Patient Experience Team (PET) team 01228 608257.



Smoking is not permitted on any of the hospital sites. Giving up smoking is the best thing you can do for your health.

Contact your local NHS stop smoking service:
NHS North Lancashire: **01524 845145**
NHS Cumbria: **01900 324222**

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be cared for;
a great place
to work

Approved by: ??

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Cumbria Partnership **NHS**
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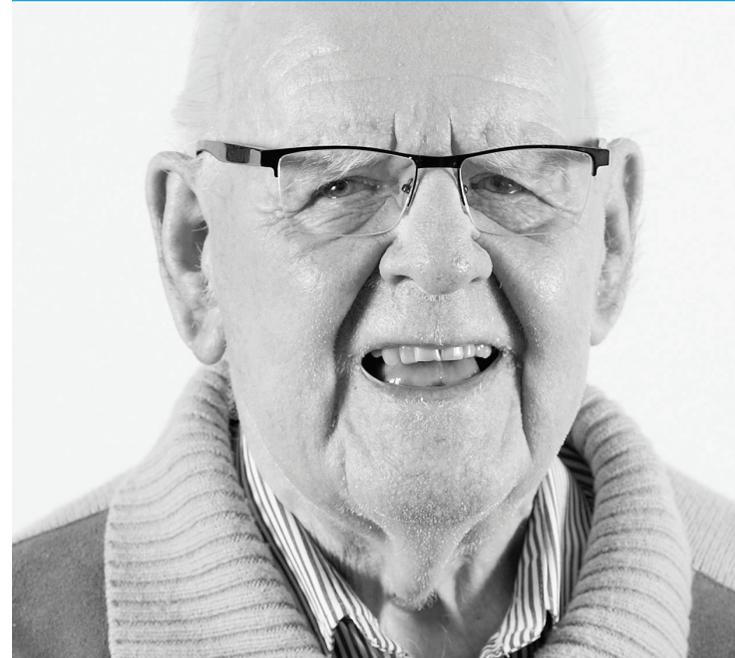
University Hospitals **NHS**
of Morecambe Bay
NHS Foundation Trust

NHS
England

Supporting patients' choices

This leaflet provides a summary of what this means for patients.

PATIENT
LEAFLET



Introduction

Following a hospital admission, most people are able to return home. Sometimes this can be with relevant equipment, therapy support or a package of care. However, some people are unable to return home and may need the added support which is only available in a care home.

Once people no longer need hospital care, it is best to get home or to another community setting as quickly as possible because:

- Nobody wants to stay in hospital any longer than is necessary.
- Being at home or in a community setting (such as a care home) is the best place to continue recovery once an illness requiring hospital care is over.
- Once people are aged 80 years and over, 10 days spent in a hospital bed equates to 10 years of muscle wasting.
- Severely ill patients may be unable to access services, if hospital beds are occupied with patients who no longer need them.
- We will involve you in all decisions about your care, treatment and discharge and give you all the information and support you need to make the best decisions.

What can you expect as a patient?

1. A named person to coordinate your hospital stay

You should be provided with a named member of staff who will support you throughout your time at hospital and make sure that things happen when they are supposed to.

2. Right to high quality information and support

Wherever you need to go following hospital, the NHS and local authority will do all that they can to help you. They should give you all the information you need to make the best decision.

- You should be involved in all decisions about your care and treatment.
- You should be informed of where you can access detailed support, advice and advocacy about making a decision, should you wish this support.
- You should be provided with high quality information to make a decision about your ongoing care, including:

- an understanding of your care needs.
- the process and outcome of the assessment of needs.
- offers of care and options available.
- costs of any care.

3. Timescales for decisions

- You should know when your treatment is due to end and when you would be considered well enough to leave hospital (this is called an expected date of discharge) - you should know this within 24 hours of you being admitted.
- Once you have received information about the choices that are available to you, we will request that you make a decision within 7 days. You may wish to arrange for yourself or a family member to meet with the care providers during this time. NHS and local authorities are responsible for supporting as many people as possible to achieve this. We will do our best to help make this possible for you and you will be able to speak with ward staff.

4. Interim placements

Once you are well enough to leave hospital but you are unable to return home, you will be offered an alternative option temporarily in the following situations:

- Your preferred choice is not currently available.
- You have not yet made a decision.
- You are waiting for further assessments to be carried out.

In these circumstances, it is not possible for people to wait in hospital.

5. Day of discharge

- We aim to discharge you as early as possible.
- Hospital transport will only be provided if assessed as appropriate, this may be by ambulance or hospital car.
- We will provide you with medication if appropriate.
- You will be offered a copy of your discharge summary and a copy will be sent to your GP.
- We will hand over the details of your on-going care to relevant partner services.
- Please do not hesitate to ask questions about your discharge anytime during your hospital stay.