

Supporting Patients' Choices

Patient Information 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 to make the best decisions.

What can you expect as a patient?

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

Right to high quality information 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.

Timescales for decisions

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

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.

Leaflet Details

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Other formats

If you would like to receive this information in an alternative format, then please contact : 01539 795497.

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.

Useful Contact Details

NHS 111 (for 24 hour urgent health advice): telephone 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) on 01539 795497.

Evidence

Details of the evidence used in writing this leaflet are available on request from: Patient Information Officer at 01524 512476.

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 on 01539 795497.

UHMBT is a no smoking Trust. Smoking is not permitted on any of the hospital sites. You can contact the NHS North Lancashire Stop Smoking services on the number below:

NHS Quit Squad - **0800 328 6297**

If you live in Cumbria, please call **0300 013 3000** to find a local pharmacy who are offers 1-2-1 support and nicotine replacement therapy.

University Hospitals of Morecambe Bay Trust: a great place to be cared for; a great place to work.