

If you require a translation please contact:

Se avete bisogno di una traduzione si prega contattare:

Si usted requiere una traducción de esta información por favor contacte a:

اگر آپ کو اس کے ترجمے کی ضرورت ہو تو آپ ہم سے رجوع فرمائیں۔

আপনার যদি এই পত্রের অনুবাদের দরকার হয়,
তাহলে দয়া করে যোগাযোগ করুন :

Patient Advice and Liaison Service (PALS)
01932 723553

LEAVING HOSPITAL

Information for Patients and Carers

Ashford Hospital London Road, Ashford, Middlesex, TW15 3AA
Telephone **01784 884488** Facsimile **01784 884017**
St. Peter's Hospital Guildford Road, Chertsey, Surrey, KT16 0PZ
Telephone **01932 872000** Facsimile **01932 874757**
Website: www.ashfordstpeters.nhs.uk

PATIENT INFORMATION

INTRODUCTION

The aim of this booklet is to give you support and information on your discharge from hospital

This booklet should provide all the information you need to ensure you are prepared for your discharge home or to another place of residence

You should receive this booklet as well as all the relevant leaflets mentioned in it soon after your admission, so you can help and be involved in planning your discharge

After reading the booklet if you have any further questions or worries about your discharge, please do not hesitate to contact the Discharge Team between 09.00 and 19.00 hours on:

St Peter's Hospital (Medical & Surgical)

01932 723253/3058

Ashford Hospital (Rehabilitation)

01784 884012

The Trust and your Care Team wish you well for the future

Patient Discharge Concerns for Staff

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CHIEF EXECUTIVE’S WELCOME

**WELCOME TO ASHFORD AND ST. PETER'S
HOSPITALS NHS TRUST**

I hope you and your relatives will find the enclosed information useful. We are very proud of our Trust and its staff and aim to provide a high quality healthcare service.

We shall do our best to make your stay as comfortable as possible and the staff will do all they can to assist you.

We welcome any comments or feedback you would like to share with us. Listening to our patients helps us to get things right

Glenn Douglas
Chief Executive

WHEN YOU ARE ADMITTED TO HOSPITAL

NOTES

From the time you come into hospital, your Doctor and other members of the Multi-disciplinary Care Team, will be planning your discharge from hospital with you. This will help to keep your stay in hospital as short as possible.

Current Services

So that we can give you the best possible assistance, please tell us about any help or care you are currently receiving. We can then make sure that you are kept informed of your progress and any future needs.

Please tick box next to the relevant people currently involved in care you are receiving: *Any information you give will not be used for any other purpose*

- District Nurse ☐
- Community Matron ☐
- Community Nurse/Treatment Room Sister ☐
- Community Psychiatric Nurse ☐
- Social Services Care ☐
- Home Support Officer/Warden ☐
- Other (please comment) ☐

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Pension Credit (free) www.thepensionsservice.gov.uk/pensiocredit	0800 991 234
Registered Nursing Continuing Care (RNCC)	01483 860 038
Stroke Association www.stroke.org.uk	0845 3033 100

CARER/PARENT/SPOUSE/PARTNER/RELATIVE

Information on hospital discharge is available on your ward in the form of a leaflet called 'Carers and Hospital Discharge, Good Practice for Professionals'.

If you are a main carer/Spouse/Parent/Partner/Relative or have a carer at home, please inform us. We can then refer you to our Social Services Dept for a Carers Assessment.

Occupational Therapy/Physiotherapy

If there are concerns regarding your ability to manage at home you may be referred to the ward Occupational Therapist or Physiotherapist for assessment of your ability to care for yourself.

REHABILITATION

Although no longer needing intensive treatment, you may still require further rehabilitation. If this is the case, as part of your continuing care, you may be offered the opportunity to transfer to a Community Hospital, or to Ashford Hospital. These hospitals continue the expert care you need.

Intermediate Care

There are also options for being looked after in your own home, by a team of Nurses, Therapists and specially trained Support Workers who can provide short-term specialist rehabilitation to help you to regain independence, this can be for a period of up to six weeks depending on your need. We call these services Intermediate Care.

Author:	Claire O'Brien
Department:	Operations
Version: 6	Published: 28/02/2007 Review date: 28/02/2008

Social Services

If you have no current help, but feel you might need help when you return home, we can refer you to our Social Services Department. They will assess whether you are eligible (following a financial assessment) for Social Services Community Care (e.g. Homecare, Day Centres, etc) and any specialist services. If you are not eligible they will give you information on private home-care providers.

What if I Cannot Manage at Home?

If it is agreed that you will not be able to manage at home, even with help, the Social Services Care Manager will advise about suitable residential and nursing homes.

A list containing a small number of suitable homes will be given to you and your relatives/carers who can visit them to decide which would suit you best. Having received the list, the hospital asks that you choose the most suitable home that has a vacancy and can accept you within 2 weeks.

Transfer to Alternative Accommodation

After the decision has been made that you no longer require inpatient care, it is not possible for you to remain in hospital for more than a short period. Therefore, until a place becomes available you may wait in an alternative home, whilst the one of your choice becomes available.

USEFUL TELEPHONE NUMBERS

Age Concern (free) www.ageconcern.org.uk	0800 00 9966
Help the Aged www.helptheaged.org.uk	0808 800 6565
Alzheimer's Society www.alzheimers.org.uk	0845 3000 336
Benefit Enquiry Line (free)	0800 882 200
British Red Cross www.redcross.org.uk	020 7793 3360
Carers UK www.carersuk.org.uk	0808 808 7777
Continence Foundation www.continence-foundation.org.uk	020 740 46875
Disabled Living Foundation www.dlf.org.uk	0870 603 9177
National Osteoporosis Society www.nos.org.uk	01761 471 771
NHS Direct www.nhsdirect.nhs.uk	0845 46 47
NHS Smoking Helpline (free)	0800 169 0169

There is no service on Saturdays, Sundays or Bank Holidays.

'PeterBus' Services

Linking St. Peter's to the Local Community, the four PeterBus services are run jointly by Ashford and St. Peter's Hospitals NHS Trust and Surrey County Council. This Service runs between Monday and Friday only.

Timetables for both '**Hospital Hopper**' and '**Peterbus**' are available from Hospital Reception.

They can also be accessed by logging on to the Trust net: <http://trustnet/> and the Trust website: <http://www.asph.nhs.uk/>

There is also the Surrey County Travel Helpline available on **0870 608 2608**

Registered Nursing Continuing Care (RNCC)

If, upon discharge, you require nursing (rather than social care) you will be entitled to an assessment to determine the level of nursing care required. This will be carried out by our RNCC Team.

Will I Have to Pay?

You do not have to pay for an assessment of your needs or for any advice and information given to you. All information is confidential.

You do not have to pay for health-based services such as District Nurses, Health Visitors or Intermediate Care Team.

If you require a Social Services package of care, you may have to make a financial contribution.

You or your family will need to fill in a confidential form giving details of your financial position. This form will be given to you by the Social Services Department Advisory Officer, or a Discharge Co-ordinator.

We ask you to complete this form promptly.

If you are able to fund your own care, whether at home or in a residential or nursing home, you may wish to make use of private agencies.

The Care Manager/Discharge Co-ordinator will give you details.

What if I Want to Know More?

If you have concerns you would like to discuss and are unable to talk to a Nurse on the ward, there are Discharge Co-ordinators available during normal working hours. The ward staff will be able to contact them for you.

PLANNING YOUR DISCHARGE

• Do you know your planned discharge date?

YES My planned discharge date is
NO As yet I don't know my planned discharge date

• Do you think you will have any problems managing at home?

YES NO

If **Yes**, please fill in the lined tear off section at the back of the booklet, with a description of any problems you think you may have, and give the information to a member of staff on the ward or the Discharge Co-ordinator, so that your concerns may be discussed and addressed before your discharge.

Your Discharge from Hospital

You can help to ensure your discharge from hospital is a smooth process. It is very important that your discharge from hospital is planned in advance to ensure that the care and support you will need at home starts on time.

We would therefore be grateful if you could complete the following information:

- Choose shoes or slippers that are well fitting with non slip soles
- Buy and fit a smoke alarm
- Never leave a lit cigarette unattended and never smoke in bed

TRANSPORT

'Bustler' Buses, Woking

For information on how to access this service call The 'Bustler' Advice Line: **01483 744 800**

'Woking Shopmobility'

Transport in and out of Woking Town for people with disabilities, elderly, frail, including escorts for wheelchair users.
Telephone: **01483 776 612**

'Spelride'

Accessible transport. Telephone: **01784 446 253**

The Service is available Monday to Friday 09.00 to 16.00 hours. Bookings to be phoned between 09.30 & 12.30 hours (Monday to Friday). To enrol, ring the above number and a registration form will be sent to you.

'Hospital Hopper', Staff and Visitor Transport

The service operates between Ashford and St. Peter's Hospital sites and is freely available to all staff, patients and visitors.

The journey takes approximately 25 minutes outside of the rush hour.

- **Sheltered housing:** Safe secure accommodation with support from staff. This service is provided either by the Borough Council or by local Registered Social Landlords.
- **Community Centres:** Provide social and recreational activities/events and promote health and wellbeing.
- **Dial a Ride/Community Transport:** Accessible door-to-door transport for individuals who have difficulty accessing other public transport services.
- **Community Meals:** A meal delivery service.

For further information visit the Borough websites:

www.woking.gov.uk
www.elmbridge.gov.uk

www.spelthorne.gov.uk
www.runnymede.gov.uk

or phone for information:

Woking BC **01483 743663** Spelthorne BC: **01784 446389**
 Elmbridge BC **01372 474552** Runnymede BC **019320425868**

A FEW HELPFUL HINTS

Safety at Home:

- Make sure all your carpets are secure and remove loose rugs
- Is your lighting adequate? Choose brighter bulbs, especially on stairs
- Is furniture arranged so that you can move around easily?
- Make sure your phone is accessible and stay in contact with friends and family. You may want to consider the benefit of a community alarm

- **Have you arranged transport following your discharge from hospital?**

YES NO

NB: Hospital transport is only provided for patients that are immobile and require assistance to transfer. Make sure you have informed relatives that you will be discharged so they can arrange transport for you

- **Is everything ready for you at home?**

Do people know you are coming home? ☐
 Do you have a key? ☐
 Have you got sufficient food in the house? ☐
 Have the support Services been informed? ☐
 Has the equipment you need been provided? ☐

The Discharge Lounge

If you are not collected from the ward before 11.00 hours, you will be taken to the Discharge Lounge where meals, drinks, snacks and other useful services will be provided. Please see Discharge Lounge Leaflet, (on ward) for further information.

The Discharge Lounge is open between 08.30 and 21.00 hours at St. Peter's Hospital.

MEDICATIONS

There may be a delay while we wait for your tablets. If you prefer you may go home and collect your medications later in the

evening. Please ensure your medications have been explained to you before you leave hospital.

Some medications can interact, which may result in dizziness and balance problems. You should expect to have your medication, including all side effects, explained to you prior to leaving hospital.

There are now dispensers available from your chemist to remind you to take the right dose at the right time.

After discharge, please ensure you only take the medication you are prescribed.

Contact your GP for repeat prescriptions within 7 days of your discharge.

Nursing staff will explain how to take your medication on discharge. You will also be told about any possible side effects.

You will receive at least two weeks supply of any regular medication that has been prescribed. If you have brought any medication in with you, provided the doctors want you to continue taking it, this will be returned to you

If you have any other medication at home previously issued by your GP but which has not been prescribed for you on discharge please contact your GP for advice.

Any unwanted medicines can be returned to your local Community Pharmacy for disposal.

If you have difficulty in taking your medication, and feel that you would benefit from some assistance, your local Community Pharmacist can assess your needs and support you by various means (e.g. large labels, winged bottle caps, compliance aids) to

Carers Allowance

If you need to have somebody, i.e. Parent/Spouse/Relative caring for you for 35 hours or more each week, they may be entitled to Carers Allowance.

For information call any of the following National numbers

Carers UK www.carersuk.org.uk **0808 808 7777**

To claim Carer's Allowance **0800 882 200**

If you have speech or hearing difficulties call **0800 243 355**

To claim on line, log on to www.direct.gov.uk

Other Helpful Services

Homecare Meals on Wheels Information on this service should be obtained from your Local Council or Social Services. www.surreycc.gov.uk and www.spelthorne.gov.uk

Services Provided by the Boroughs

- **Community Alarm:** A pendant worn round the neck which will provide help day or night at the touch of a button. Friendly staff will callout the emergency services, GP, friends/relatives as appropriate.
- **Handyperson Scheme:** helps with small jobs around the home that are difficult to do and fit minor aids such as grab and stair rails to prevent accidents. Available for people in the private sector age 65 plus. **NB:** Age limits do vary across authorities so if you are under 65 check to see if you qualify.

This is a benefit for people aged 65 and over, who are ill or disabled and need help with personal care. The allowance will be based on the help you need.

Disability Living Allowance

Disability Living Allowance is a benefit for people under 65 years of age.

To find out if you are eligible and to apply for a claims pack, phone free on: **0845 7123456**

For Speech or hearing difficulties phone: **0845 7224433**

Benefit Enquiry Line

The Benefits Enquiry Line will be able to provide information and advice on all aspects of benefits. Staff will help to complete forms over the phone or can, in some cases, arrange for a Social Security Office representative to visit you to assist in completing the necessary forms.

Benefit Enquiry Line: **0800 882 200**
For speech or hearing difficulties call: **0800 243 355**

Pension Credit: (Formerly known as Minimum Income Guarantee)

This is a top up to your State Pension and will be dependent on a means test.

To enquire if your pension is currently correct for your status please call: **0800 991234**

If you have speech or hearing difficulties please call: **0800 1690133**

ensure that you can use your medicines safely and appropriately.

On Your Day of Discharge

- Remind whoever is collecting you to bring clothes for you to go home in.
- Be clear about any medicines you are taking home with you. If in doubt, please ask a Nurse or Doctor.
- Ask the Sister/Charge Nurse or Ward Clerk, in advance, for any medical certificates you may need, e.g. private insurance/health insurance claim forms.
- When you arrive home let your local Department of Social Security Office know so that your benefits can be readjusted if necessary.
- If you need one, make sure you know the date and time of your follow-up outpatient's appointment.
- Make sure you have a copy of your discharge arrangements.
- Please check that you have taken home all your personal property.
- Have you received advice on diet; exercise and resuming normal activities?

GENERAL ADVICE

If You Have Continence Problems

If you have a continence device, such as a catheter, a referral to your District Nurse will be made by the hospital.

Care of your Wound

If you have a wound that needs dressing you will be given 3 days supply of dressings and a referral to your District Nurse will be made by the hospital.

NB: If you are able to get to the treatment room at your GP practice you will be asked to go there for your dressings, otherwise a Nurse will visit you at home.

Feet

It is important that all footwear, including slippers, should be well fitting, with a low heel, a supportive heel cup and secure fastenings.

State Registered Chiropodists/Podiatrists who are registered with the Health Professions Council are to be found in Yellow Pages. Some will provide home visits.

Nursing homes and rest homes usually arrange for chiropodists to visit the home on a regular basis.

Safe Driving

It is possible your condition may temporarily affect your fitness to drive. Please check this with your doctor.

It is advisable also to check with your Motor Insurance Company as you may find that a set period is designated by them before you are able to drive and, if you disregard these conditions, your insurance cover would become invalid.

VOLUNTARY ORGANISATIONS

In some cases a family member or carer may not be regularly available on a day-to-day basis.

If you feel you may need extra help, voluntary organisations such as Age Concern or the British Red Cross may provide help and assistance.

These organisations may be able to offer a range of helpful services, which in some cases will be chargeable. They may also offer "home from hospital" support independently, or in conjunction with Social Services who will help with non-medical tasks, such as:

- **Cooking a Meal**
- **Collecting Prescriptions**
- **Shopping**
- **Visiting/befriending people at home**

For further information on what is available in your area regarding the above, there are national helpline telephone numbers of voluntary organisations at the back of this booklet.

Benefits You May Be Entitled To:

Attendance Allowance