
Welcome to Addenbrooke's:

Part two: Planning your discharge from hospital

This booklet contains information for you, your carers and relatives about your discharge from hospital. If there is anything further you need to know, please ask a member of your ward team.

You might be surprised that we encourage you to be involved in planning your discharge from an early stage. When you are admitted, staff will assess your health and social care needs in preparation for your discharge from hospital. This by no means implies that your treatment will be rushed or ended prematurely. Addenbrooke's will not discharge you until the medical team treating you has decided that you are well enough to leave.

You should be aware however, that beds at this hospital are classed as "acute" which means that we need to be able to admit patients in emergencies and therefore also need to be able to discharge patients as soon as we consider them safe to leave. The majority of patients return home when they are discharged. Some, however, will need one or more of the following services:-

- Period of rehabilitation in another hospital
- Temporary or long term placement in a residential home or nursing home
- Carer support at home or day care
- Intermediate care such as Community Occupational Therapist or District Nurse at home
- Outpatient services
- Home adaptations or additional equipment
- Welcome Home From Hospital – voluntary assistance with practical tasks for up to two weeks after discharge

We will assist you with planning your hospital discharge. Shortly after you are admitted the nurse will ask you for some information about your home environment and the support you receive. We might seek your permission to refer you to the Discharge Planning Team. A Care Manager or Discharge Planning Sister can then assess your needs and help you to arrange your discharge.

You will have a choice of location if you require Residential or Nursing Home care. Unfortunately however you will not be able to wait in hospital if the home of your choice has no immediate vacancy. We will arrange an interim placement for you but you will retain priority to transfer to your chosen Home when there is a vacancy.

On the day you leave hospital:

- You will be given a discharge letter or summary for your GP. Your consultant will write to your GP explaining the treatment you have received, current medication and recommendations for your care in the future.
- You will have a supply of medicine from the hospital pharmacy, but you will need to talk to your GP if you need to get further supplies of your medicine.
- If you need to return to an outpatient clinic, the date and time will either be given to you before you leave the hospital or a few days after your return home.

Before you go, please:

- Give your nurses an address to which mail can be forwarded
- Make sure you ask the ward clerk for the appropriate certificate of discharge (Med 3 or Med 10) for your employer or the Department of Social Security.
- Make sure you don't have any hospital linen or clothing
- Return your library books
- Make sure you have collected any belongings from the safe
- Make sure you take all your belongings with you.

If you have been given any crutches or aids to take home with you, please remember to return them. The hospital runs a scheme in partnership with Boots the Chemist so if you have been loaned crutches, walking sticks and/or frames by the hospital, you can return them to selected Boots stores at your convenience.

Leaving hospital

Please ask a relative or carer to bring in a full set of outdoor clothes for you before you leave hospital.

On the day of discharge there are important practical considerations.

-
1. Has suitable transport been arranged
 2. Have medication needs been clarified, discussed with you and where possible your carer?
 3. Is sufficient medication available on the day of discharge?
 4. Do you understand what your medications are for and how to take them?
 5. Have you been told about any potential side effects of your medications?
 6. Have you and/or your carer received training so that new aids/equipment can be used safely at home?
 7. Will the aids/equipment be available on the day of discharge?
 8. Have continence products been provided to meet assessed needs?
 9. If you are leaving hospital to go to a care home, has the necessary health information and equipment been made available to them?
 10. Let your neighbours know as soon as possible that you are returning home.

Your tablets and medication

When you are ready to go home all the medicines you need should be ready for you and a Pharmacy technician will check the contents and match them to the prescription.

We have tried to ensure that Pharmacy staff are available on all wards to help organise and check what you need. There are sometimes delays in either prescribing or dispensing medication. All work is completed within two hours in Pharmacy. You can arrange to pick up medicines later if that would be more convenient. Just mention this to your nurse or the pharmacy member of staff.

There are medication boxes available from your chemist, to help remind you to take the right tablet and dose at the right time. The hospital can also provide similar support aids by request from the ward staff.

Patient Medications Helpline

The Medicines Information department also provides a telephone helpline for patients. It is available:

Monday - Friday 0900 – 1700 hours
Telephone number: **01223 274616**

We can answer questions on medicines:

- given to you by Addenbrooke's Hospital
- how and when to take them
- taking other medicines
- whether you can drink alcohol with your medicine
- problems your medicines may cause

We cannot answer questions on:

- medicines from your own doctor
- your illness
- other people's medicines

Outside of these hours, information about medicines is also available from NHS direct, they can be contacted on 0845 4647 or www.nhsdirect.nhs.uk .

Home Services Arranged:

The following services have been arranged for you:

Services	Tick if arranged
District nurse	
Health visitor	
Meals on wheels	
Home help	
Day centre	
Day hospital	
Out-patients follow up	
Community occupational therapy	
Equipment /loan store: Tel	
Community speech and language therapy	
Other (specify)	

Follow up arrangements

If you need an outpatient review, you will either be given these details before you leave the ward (the date and time can be entered in the box below) or an appointment letter will be posted to you.

Your follow up arrangements	Tick appropriate box
You do not require any follow up	
Your GP will follow up your care	
An follow up appointment with the hospital has been arranged for: Date: _____ Time: _____	

Transport

If possible, please arrange for someone to come and pick you up from the hospital. If this cannot be arranged, let a member of the ward staff know and they can arrange a taxi for you at your own expense. Ward staff can also arrange for a wheelchair and porter to take you to your transport if required.

An ambulance can only be provided if you meet specific medical criteria. There may also be a wait depending on availability and you might need to share transport. Transport is only able to take one bag or small suitcase of patient luggage.

Useful Organisations:

- **Age Concern** 0800 009 966
<http://www.ageconcern.org.uk/>
- **Alzheimer's Society** 0845 3000 336
<http://www.alzheimers.org.uk/>
- **Asthma UK** 08457 01 02 03
<http://www.asthma.org.uk/>
- **British Heart Foundation** 08450 70 80 70
<http://www.bhf.org.uk/>
- **Cancer BACUP** 0808 800 1234
<http://www.cancerbacup.org.uk/Home>

- **Carers UK** 0808 808 7777
<http://www.carersuk.org/Home>
- **The Continence Foundation** 020 7404 6875
<http://www.continence-foundation.org.uk/>
- **Diabetes UK** 0845 120 2960
<http://www.diabetes.org.uk/>
- **Disabled Living Foundation** 0845 130 9177
<http://www.dlf.org.uk/>
- **Help the Aged** 0808 800 6565
<http://www.helptheaged.org.uk/default.htm>
- **Multiple Sclerosis Society** 0808 800 8000
<http://www.mssociety.org.uk/>
- **NHS Direct** 0845 4647
www.nhsdirect.nhs.uk
- **National Osteoporosis Society** 0845 4500230
<http://www.nos.org.uk/>
- **Rheumatology Society** 0845 458 3969
<http://www.rheumatoid.org.uk/>
- **Stroke Association** 0845 3033 100
<http://www.stroke.org.uk/>
- **Welcome Home From Hospital** 01223 714433
Email: whfh@lineone.net



Addenbrooke's is smoke-free. You cannot smoke on site. For advice on quitting, contact your GP or the NHS smoking helpline free, 0800 169 0 169

Please ask if you require this information in other languages, large print or audio format: 01223 216032 or patient.information@addenbrookes.nhs.uk

Informacje te można otrzymać w innych językach, w wersji dużym drukiem lub audio. Zamówienia prosimy składać pod numerem: 01223 216032 lub wysyłając e-mail: patient.information@addenbrookes.nhs.uk

Polish

Se precisar desta informação num outro idioma, em impressão de letras grandes ou formato áudio por favor telefone para o 01223 216032 ou envie uma mensagem para: patient.information@addenbrookes.nhs.uk

Portuguese

Если вам требуется эта информация на другом языке, крупным шрифтом или в аудиоформате, пожалуйста, обращайтесь по телефону 01223 216032 или на вебсайт patient.information@addenbrookes.nhs.uk

Russian

若你需要此信息的其他語言版本、大字體版或音頻格式，請致電 01223 216032 或發郵件到：patient.information@addenbrookes.nhs.uk

Cantonese

Bu bilgiyi diger dillerde veya büyük baskılı ya da sesli formatta isterseniz lütfen su numaradan kontak kurun: 01223 216032 veya asagidaki adrese e-posta gönderin: patient.information@addenbrookes.nhs.uk

Turkish

এই তথ্য বাংলায়, বড় অক্ষরে বা অডিও টেপে পেতে চাইলে দয়া করে 01223 216032 নম্বরে ফোন করুন বা patient.information@addenbrookes.nhs.uk ঠিকানায় ই-মেইল করুন।

Bengali

Document History

Authors	Patient Information Team
Department	Box 132 Addenbrooke's Hospital, Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 2QQ www.addenbrookes.org.uk
Contact number	01223 216032
Published	November 2007
Review date	November 2009
File name	Part2_Planning_discharge_hospital.doc
Version number	3
Ref	PIN 1030