

When am I leaving hospital?

It's ok to ask.

Directory of support services:
Information about your stay
in hospital and what will
happen when you leave.

Welcome to Acute and Community NHS Hospital Trusts across Northamptonshire

You are here because you need treatment that can only be provided in a hospital. We want to help you get well enough so that you can go home or return to another place of care as soon as possible.

- Staying in hospital can be strange and confusing for you and your family and friends, we want to help you go home as soon as you are well enough to continue your recovery outside hospital.
- We will help you stay as active as possible so you can go home when the team caring for you agree you no longer need hospital care.
- We will encourage you to get up and dressed each day, so we ask that your relatives/ carers bring appropriate clothing in for you that support you to follow your normal routines if you are able, such as washing independently and staying in touch with relatives and friends.
- For older patients it is really important to stay active as research has found that for every ten days of bed rest in hospital, patients aged over 80 suffer the equivalent of ten years of muscle ageing. This can make a big difference in how independent you are after leaving hospital.
- We will aim to discharge you to your own home where you will be able to recover with support if needed from community health and/ or social care teams working together to help you return to how you were managing before admission. If after this short term service you still have ongoing needs that mean you need longer term care

you will be assessed in your own environment for this. The care during this period which will be anything from a few days up to 4 weeks will be free. At the end of the period of recovery or where no further recovery is expected you will be assessed to agree what long term support and care you may need. At this point depending on your needs and your financial situation the care will/may need a financial contribution from you. If going straight home isn't possible other options will be discussed with you and your relatives.

Did you know?



1. Getting out of your night clothes and into normal clothes can help you to start feeling better.



2. Try to stay mobile if you can – it can help your recovery – make sure your ward care team know you want to get up and out of bed so they can support you.



3. Not smoking whilst in hospital can help you recover faster – nicotine replacement therapy (NRT) can help and is available free of charge speak to someone in your ward care team to get help to stop smoking.

Criteria Led Discharge (CLD)

For some patients we utilise a Criteria Led Discharge process which supports you spending less time waiting for decisions to be made regarding your discharge as all required goals are outlined. We have a multidisciplinary team (MDT) e.g. Doctor, Registered Nurse and Therapist that are empowered to discharge a patient when they meet pre-agreed clinical criteria for discharge.

The Patient/carer shall be informed at the earliest opportunity that they have been selected for CLD and be regularly updated on progress and be given further information regarding the process.

Medications

During your time at Kettering or Northampton General Hospital, you should be seen by a member of the pharmacy team to discuss what medications you usually take, if any. Let us know where your medications are and how many you have as this will also inform us what medications you will need when you go home. If you are unsure about any of your medications or have any questions, feel free to speak to the pharmacy team member about this.

We will make sure you are sent home with at least two weeks' supply of all long-term medications. The labels on these medications will explain how they should be taken. Medications supplied by us will be kept in a green pharmacy bag. If you need to come back into hospital, bring your medications in this bag along with a list of the medications you should be taking. Further supplies of medications can be obtained through your GP and community pharmacy.

The discharge letter you will be sent home with, will list the medications you should be taking when you are discharged. It is important that you read the discharge letter when you go home so that you are aware of

any changes to your medications (this may have already been discussed with you during your inpatient stay) – these may include medications stopping or their dose being changed. If you are told to stop any medications, the nurses on the ward will go through your medication before you leave hospital. If you have any medication at home these can be returned to your community pharmacy for safe disposal.

What happens now

There will be a lot of different people involved in your care, doctors, nurses and therapists – they will be your ward care team. Together they will help you get better and with your permission will talk to you and your relatives, carer or friend about when you can go home. It may be that your discharge is pre-planned and using a set of pre-agreed criteria you may be discharged by one of the ward care team on the agreed day.

Hopefully you will be able to go straight home, or it may be that you need more care, or further assessment in another environment.

This could be with another NHS or social care service, we will work together so you have the care and support you need.

During your stay, we may move you to a different ward to give you the right care for your needs.

It's really important that you talk to your relatives, carer or friend and your ward care team about what you need for when you leave hospital.

Don't be afraid to ask what's happening – the teams looking after you, know how important it is that we help you get home. Make sure you let us know of any support you already have – like equipment or carers.

We will talk to you and your relative, carer or friend to plan your discharge with your permission. If you are unable to make your own decisions and do not have anyone to help you, we can arrange for

an independent representative (patient advocate) to support you in discussions about your care.

To protect you, staff and the community from any infections, patient visiting may be restricted. Please visit the Acute or Community Hospital websites for further information. Relatives or carers can contact your ward care team on the ward via the switchboard:

- **Kettering General Hospital NHS Foundation Trust**
01536 492000 | www.kgh.nhs.uk
- **Northampton General Hospital**
01604 634700 | www.northamptongeneral.nhs.uk
- **Northamptonshire Healthcare NHS Foundation Trust**
Berrywood Hospital 0300 027 1717
St Mary's Hospital 01536 410141
www.nhft.nhs.uk

Leaving hospital

Your discharge will be organised by your ward care team. Your recovery is important and we will give you letters, medication, equipment to help so that you can stay well and also so your GP knows that you are home.

Should you have any questions, queries or issues regarding your discharge please speak to a member of your ward care team, they will be happy to support and explain anything to you.

If you would like us to make contact with your family, friend or carer, a member of your ward care team can do that for you.

What you can do

As discharges can often be arranged in a matter of hours, you and your relative, friend or carers will need to think about;

- how you will get home?
- how you will get into your home, do you have your key?
- do you have suitable clothes and footwear to go home in?
- is there food and will your home be warm for you?
- if you have a medical condition it may be that we will arrange your transport home by Ambulance.

What we will do

- You may require more support in the first few weeks such as equipment or therapy and we will help arrange this.
- On the day of your discharge, you may be moved to a seating area or to our discharge lounge, where you will be looked after until you leave hospital.
- We want to get you home as early as possible, so you have time to settle in at home or in a care setting.
- Your GP will continue your care once you have been discharged from hospital. You may need to come back to hospital for a follow up appointment but this will be discussed with you before you leave.
- If you are unsure about anything in the days after leaving hospital you can contact the ward via the switchboard for advice. You can also contact your GP, or NHS 111.

If you would like to leave a compliment or make a complaint, please call the Patient Advice and Liaison Service on:

- **Kettering General Hospital NHS Foundation Trust**
01536 493305 or email kgh-tr.pals@nhs.net
- **Northampton General Hospital NHS Trust**
01604 545784 or email ngh-tr.pals@nhs.net
- **Northamptonshire Healthcare NHS Foundation Trust**
0800 917 8504 or email Pals@nhft.nhs.uk

If you feel very unwell you should call **999** or attend A&E. Kettering or Northampton General for adults, or Northampton General if you are aged under 16.

Things you need when you leave hospital

Discharge Summary

You should have your discharge summary, this details the care you have received in hospital. Your GP will be sent a copy so they can continue to care for you when you go home. If you are going to a care or residential home they will also receive a copy. Someone from your ward care team will complete this and provide you with a copy.

The discharge summary may have instructions about your care in the next few days to help you recover so it is important anyone caring or supporting you has this information.

Clinical supplies

If you need other clinical supplies like bandages, continence pads, or nutritional feeds you should also have up to 7 days supply and someone from your ward care team will explain how and when to use them. A referral will be made to support your continuing care at home, to your GP or District Nursing Team in the community.

Care and support on discharge

If you are going home but you need extra support to facilitate a safe discharge, then a referral to social care or community health care providers will be made. Hopefully you will be able to go straight home, or it may be that you need more care at home, or further assessment in another environment. Someone from your care or therapy team will have completed a referral document to help decide what you need. If the extra support is provided by your local authority a financial assessment will need to be completed and you may need to pay towards the costs of the care provided.

Following discharge from hospital if you need further advice from your

local authority please either look at the websites or ring the Adult Social Care for your local authority:

- **West Northants residents**
www.westnorthants.gov.uk or ring 0300 126 7000
- **North Northants residents**
www.northnorthants.gov.uk or ring 0300 126 3000
- **For people who live outside of these areas** please contact your Council's Adult Social Care department.

Equipment

If you need equipment to support you at home like a walking stick or a wheeled walker to help keep you mobile, the Therapy team will arrange this prior to discharge. Some equipment will be delivered when you are at home.

- Northamptonshire equipment and aids are provided by Milbrook Healthcare, your therapy team will discuss what you need with Milbrook Healthcare, unused and or unwanted equipment can be returned, **contact 0300 124 1219.**
- Leicestershire equipment and aids may be provided by NRS. **Contact 0344 893 6373.**

Personal Belongings

You should have all your personal belongings with you and be dressed with shoes or slippers when you leave the ward. Please ask your relative, carer or friend to contact the ward so you have your clothes ready for when you are discharged. If you are more comfortable travelling in pyjamas or nightdress you should have a blanket, dressing gown or coat to keep you warm and dry when travelling. Do not bring valuable or sentimental items into hospital as the hospital cannot guarantee their safety and will not accept responsibility for the loss of any items unless

they are handed over for safekeeping. If your stay is unplanned, ask a relative to collect and take them home.

If you forget any personal belongings:

- **Northampton General Hospital NHS Trust**
Belongings are usually kept on ward if there are arrangements for them to be collected, normally up to 48 hours. Then they are sent to property office 01604 545776 with name and property sheet attached.
- **Kettering General Hospital NHS Foundation Trust**
Belongings are usually kept on ward if there are arrangements for them to be collected, normally up to 7 days. Property (excluding clothing) is then sent to the cashiers office 01536 492036
- **Northamptonshire Healthcare NHS Foundation Trust**
Belongings will be kept on the ward and arrangements will be made for somebody to collect them.

Transport

You should know how you are getting home, this can be with a relative, carer or friend collecting you by car or taxi. Hospital transport will be arranged if you fit the eligibility criteria. Your ward care team will discuss this with you when planning your discharge.

Your relative, carer or friend should know that you are coming home so that you can get into your home, it is warm and you have enough food and supplies for the next few days. If you have no one to support you preparing to go home we can ask for help from:

- **Kettering General Hospital NHS Foundation Trust**
British Red Cross
0345 054 7171 | <http://www.redcross.org.uk>
- **Northampton General Hospital NHS Trust**
Northamptonshire Carers
01933 677907 | www.northamptonshire-carers.org

Patient checklist

You may want to use this checklist so you have everything you need to continue your care at home or in the community. You may not need everything. Ask if you need any help.

- Discharge summary
- 14 days medication
- Community referral
- Family contacted
- Mobility aids
- Transport
- Personal Belongings
- Dressing, nutrition, medical and or monitoring equipment
- House key or means of entry

Help and support

You can get lots of help and advice about your health at:

www.nhs.uk

There is lots of support and advice about community groups, help and support on the internet.

Coronavirus

You can register for help and support:

www.gov.uk/coronavirus-shielding-support

North Northants Council

0300 126 3000 Lines Open Every Day 9:00am - 5:00pm

www.northnorthants.gov.uk

West Northants Council

0300 126 7000 Lines Open Every Day 9:00am - 5:00pm

www.westnorthants.gov.uk

Help and Support across Northamptonshire

- **Mental health team**
0800 448 0828 - Lines available 24 hours a day, seven days a week
- **British Red Cross**
0345 054 7171 | www.redcross.org.uk
- **Northamptonshire Carers**
01933 677907 | www.northamptonshire-carers.org

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request.

- **Northampton General Hospital NHS Trust**
01604 545784 | ngh-tr.pals@nhs.net
- **Kettering General Hospital NHS Foundation Trust**
01536 493305 | kgh-tr.pals@nhs.net
- **Northamptonshire Healthcare NHS Foundation Trust**
0800 917 8504 | PALS@nhft.nhs.uk

Additional numbers

Notes

Download this booklet

Scan the relevant codes below to access this booklet online.

**Northampton
General Hospital
NHS Trust**



 SCAN ME

**Kettering General
Hospital NHS
Foundation Trust**



 SCAN ME

**Northamptonshire
Healthcare NHS
Foundation Trust**



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