

## Information for patients, families and carers

### Welcome to Ward \_\_\_\_\_

Our staff are here to care for you and support you whilst you are unwell. When your team decide that you are well enough to go home, you will be discharged.

We expect this to be on \_\_\_\_\_

You may also hear this date described as your expected date of discharge, or EDD.

Whilst you're in our care, we'll work with you on plans to send you home, so that you're involved at every stage. Your health, safety, wellbeing and what matters to you is very important to us.

It is really important that you tell your family and/or carers about your expected date of discharge, so that together, we can make sure that you leave hospital and return to where you live as soon as possible. Please share this information with them.

### There are four very important questions that you should ask our staff about each day:

Why am I in hospital?	What is going to happen to me today?
When can I go home?	What needs to happen to get me home?

### You are at your best when you are up and dressed. You can support your recovery by being up and about as much as possible whilst you're in hospital.

- The day before you are going to be discharged, it is important that you make sure that you, your relative, friend or carer have keys to be able to get into your home and that transport is arranged or requested to take you there.
- If you live in a nursing or residential home, or receive assistance in your own home, we will contact your carers to let them know that you will be coming home, and we will arrange your transport home from hospital.
- If you are going to need any further support when you leave the hospital, we will discuss this with you and your family/carer before you are discharged.
- Any follow up support that you need can be discussed in more detail when you get home, with staff and service providers in the community. We will speak with providers in the community to arrange this. Your GP will also receive information about the care that you have received and any follow up actions and/or appointments that you need.

- On the day of your discharge, you will leave the ward between 7.30-9am and will go to the hospital discharge unit. You'll take with you any medications that you require and a copy of your GP letter.
- If you require transport, you will wait for your transport in the discharge unit.
- If you or your family or carers have any questions or queries, we will be pleased to provide support and advice after you have left the hospital.

### Your time on the discharge unit

- We are located on the ground floor of the hospital, off the Patrick Court entrance.
- We have direct access to an ambulance and taxi pick up point, and are conveniently located for your family or friends to collect you from hospital.
- Our friendly staff are available throughout your time on the unit to answer any questions, support your wellbeing and make sure that your discharge home from hospital is as safe and efficient as possible.
- We have spaces for both beds and chairs, depending on what you need, offering comfortable seating and recliner chairs in a single sex environment.
- As we only have limited space, we aren't able to accommodate visitors with you before departure, unless in special circumstances.
- We'll make sure that you have any help with personal care and toileting like you have on the ward, and will support with any medication you need.
- Once your discharge paperwork is underway, any medicines you need for when you leave will be ordered with our pharmacy department.
- Meals are served at breakfast (if you've not had on the ward), lunch and tea with a selection of hot and cold provision available. Tea, coffee and juice is served regularly and on request.
- If you have any questions or concerns relating to your care or stay with us, please ask to speak to the Nurse in charge who will do everything possible to deal with your queries. If you wish to speak with a senior member of the Divisional nursing team then please call 07464 537063.
- Once you're ready to go, we can help you make arrangements to get home, contacting family or a taxi, or ambulance transportation if that is what you need.
- Altogether, we don't expect you will be on the discharge unit for longer than four hours.

If you require a copy of this leaflet in any other language or format, such as large print or audio, please contact **01204 390193**.

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