

Medication

- * Has the specialist, pharmacist or nurse discussed medication and how to use it, with you or your relative/friend?
- * Do you know what medication you or your relative/friend will need to take when at home?
- * Have arrangements been made for necessary medicines to be dispensed? When will they be available? **Please ask the staff**

GP

- * Is there a discharge letter for you to take to the GP and/or community nurse team? If not, do you know how long it will be before the GP receives it? **Please ask staff before discharge**

Help when you get home from community services

- * Have hospital staff dealing with your care liaised with all the appropriate community services? This may include community nurses, social worker, meals on wheels, domiciliary care etc.
- * Have all community services involved been informed that you or your relative/friend will be going home?

Outpatient

Do you or your relative require an out-patient appointment. Do you know the arrangements for that? **Please ask the staff**

Other Hospital

If you or your relative/friend are transferring to another hospital, you will need to know how you/they are getting there, when the transfer will take place and if everyone who needs to know has been informed? **Please ask the staff.**

Other

If you are being transferred to a residential or nursing home, a time frame will apply to finding a suitable home of choice.

Please ask for a copy of: Connect to Support Hampshire Care Guide 2020/21 or find on: www.carechoices.co.uk/publication/connect-to-support-hampshire-care-guide-2020-21/

For more information please go to: Connect to Support Hampshire: connecttosupporthampshire.org.uk

Continuing Health Care

Do you or your relative/friend require an assessment for continuing health care? You may wish to ask about this when you get home.

Call: 0300 1234448 or email: whccg.continuingcare@nhs.net



Leaving Hospital

Checklist for patients and carers

This document was developed to help patients and/or their relatives/friends to prepare for leaving hospital.

- It includes useful questions/suggestions you may wish to think about before you or the person you are visiting leaves hospital.
- It is not fully comprehensive and you may have other issues or questions you need to raise.
- Some of the questions/suggestions may not apply to you. Please only use those that are useful for you personally.
- Hospital staff should answer your questions or signpost you to where you can find the answers you need.
- Planning for leaving hospital should start:
 - within 24 hours of admission (for an emergency/unplanned admission)
 - at pre-admission if it is a planned admission.
- Planning by the hospital should include a discussion with the patient and their family/carer about what support may need to be in place before discharge.
- Any changes to proposed discharge arrangements should be agreed with the patient, their carer/family and the hospital team.
- You should ask for/note the ward contact phone number



Have you, or your relative/friend, completed a 'personal information summary'? It may help you to gather and record the information that could be useful when dealing with health or social care issues.

A blank form with guidance is available on the Carers Information Trolley (UHS) or from Carers Together or you may download a copy from www.sayitonce.info

For more information contact Carers Together on 01794 519495 or email admin@carerstogether.org.uk.

Leaving Hospital

- Do you know who in the hospital is coordinating your care/ discharge or your relative/friend's care/discharge?
- Do you have a date or a provisional date of discharge? You should be informed at least 48 hours before and not less than 24 hours before the time of discharge.
- Has someone spoken to you about the arrangements for discharge and what support is needed or available?
- Do you need to raise any worries about home circumstances that need to be looked into before you or your relative/friend can go home?
- Have the care needs on discharge been discussed with you or your relative/friend?
- Do you know the day and time of the discharge? Most hospitals expect you or your relative/friend to leave the ward by 11am.
Please discuss any concerns with the staff
- In some hospitals, a discharge lounge is available to a selection of patients. **Please ask a member of staff for information**
- Have the discharge arrangements been confirmed?
- Remember - at least 24 hours before discharge try to send home or take home any excess personal belongings.

Home Contact

- Do you have a contact person who will be coordinating care when you or your relative/friend return home?

Social Services

- During your stay in hospital, or a relative/friend's stay, have you or they spoken to a social worker about any support required from them?
- You can ask to see a social worker for advice and support or to request a carers assessment.

Rehabilitation

- Arrangements may have been made for rehabilitation.
- Do you know what they are?
- You should ask a member of the ward team



Equipment

- Will you need equipment to help you when you return home or to help your relative/friend care for you?
- Have you been advised what equipment may be needed?
- Have arrangements been made to provide you with any specialist equipment you may need?
- Have all the arrangements been made for equipment you need to be delivered before you go home? **This should be in place before you are discharged.**
- Do you and/or your relative/friend understand how to use any specialist equipment provided? **Please ask the staff.**
- Have you and/or your relative/friend been offered training in how to use the equipment? **Please ask the staff.**

Do you need help with arranging or doing the following?

Going home

- * You need to make sure you have the house keys or have you arranged for someone to meet you or your relative/friend at home with the keys?
- * Have you arranged for the heating to be switched on?
- * Have you arranged for essential food to be in the house on arrival home?
- * Before going home - remember to ask for any money, valuables or property deposited in the hospital safe for safekeeping

Clothes & belongings

- * You may need to arrange for outdoor clothes to be brought into the hospital to wear to go home in?
- * No one should be discharged in underwear or nightwear

Transport

- * How will you or your relative/friend be transported home?
- * Transport arrangements need to be made.
- * **Please check these with the hospital.**

