healthwatch Somerset

Discharge

Improving hospital admissions and discharge

Good practice in residential and nursing homes

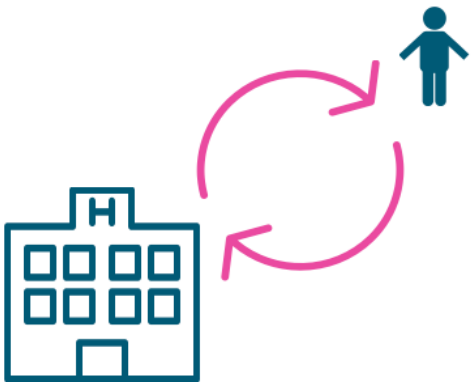
Many of the nursing and residential homes visited by the Healthwatch Somerset have experienced difficulties when residents are discharged from hospital. Healthwatch Somerset has identified a number of good practice examples that homes have taken to lessen these issues.

General good practice identified in our visits

- Ensure that an information sheet about residents is sent with them to hospital. For residents who may be confused or have dementia we recommend that homes use a form called 'This Is Me' available from the Alzheimer's Association. This form contains details of the person such as, their likes and dislikes, their wishes and their preferences. Staff at Yeovil District Hospital and Musgrove Park hospital have received training from the Alzheimer's Association and should be familiar with this form.

- Where appropriate, set up a formal agreement with local community hospitals relating to discharge from hospital into a residential home, This may include a tick list of actions that the hospital need to take prior to discharge. Ensure the patient engagement manager and director of nursing are involved.

- Ensure the hospital is informed that the care home require a discharge letter and the correct medication before discharge can be made.



- Always send an ‘Improving Discharge Form’ when difficulties are encountered. This is a form to notify hospitals of difficulties relating to discharge and can be obtained from the hospital’s discharge liaison nurse. Ensure any problems experienced with admissions and discharge are reported to:

  The patient engagement manager
  The hospital discharge liaison team
  Patient liaison service (PALS)
  Healthwatch Somerset

- Always try to assess a client’s needs prior to hospital discharge and where appropriate advocate transferring a patient to a community hospital before returning to the home. Ensure hospital staff are aware that you wish to attend any discharge planning meeting and that this is recorded.

- As appropriate, living wills and do not resuscitate (DNR) instructions should accompany residents to hospital.

- A copy of a medication administration record sheet (MARS) should be sent with residents to hospital.

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If you would like more information, please contact us:

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the care forum

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