

Leaving Hospital – Transferring Care to Community

Aintree University Hospital 

NHS Foundation Trust

All Departments and Divisions
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Introduction

Your Hospital

- Welcome to Aintree University Hospital
- We will aim to make your stay in hospital as comfortable as possible and the length of time you spend in hospital will depend on your clinical condition
- You were admitted to hospital
on.....
- Your Expected Discharge Date (EDD) is..... This date may change as it is dependent on your clinical condition and will be reviewed daily by your medical team

The Right Place for Your Care

- This hospital in partnership with other hospitals in the region, your local Community Trusts and your local authorities support each patient to receive the right treatment, at the right place and by the right professional
- This Hospital Trust is a Hospital that provides Medical Consultant led health services within the National Health Service.
- Acute care is for patients who require emergency, medical or surgical services within a hospital environment.
- Aintree University Hospital Acute Foundation Trust provides care for patients who require this level of care.
- Acute hospitals are the right place to be when you are in need of specific medical, surgical or nursing treatment.
- When your acute treatment is complete you will be transferred from hospital as there are more appropriate services and facilities available to you.

Leaving Hospital

- You will be transferred from hospital when your Consultant led team decide that you are clinically ready to leave hospital and that you no longer require an acute hospital bed.

- For the majority of patients (over 80%) you will go home from hospital with no additional support required. In some cases you may require some extra support to enable you to regain your independence
- There are more appropriate services and facilities available to you (outside of the hospital setting) when you no longer require acute hospital care. Your hospital team will help you, your family and carers to access these services if you need them.
- Your safe and timely transfer from hospital will also allow new patients who need acute hospital treatment to be admitted without delay.

We fully support your transfer out of hospital for the following reasons:

1. To support you to maintain your independence.
2. For patients returning home, they find it harder to return home the longer they stay in hospital.
3. Although we work hard to ensure the highest standards of care there is a risk of acquiring infections in hospital. Leaving hospital as soon as you are medically fit means this is less likely and reduces the risk of any complication.
4. Acute Beds are needed for people who are very unwell, and delays in transfer may result in patients waiting in the Emergency Department (A&E) for a bed to become available.
5. People awaiting surgery, both urgent and non-urgent, may have their operations cancelled if a bed is unavailable.

Your Expert Team

- A multi-disciplinary team including your consultant team, matron, ward nurses, social workers, occupational therapists, physiotherapists and discharge coordinators will begin to plan your transfer from hospital as soon as you are admitted.
- This team of clinical experts will explain their key roles to you if they are involved in your hospital care.

Our Commitment to You

- Patients should receive the right treatment, at the right place and by the right professional.
- We place a high priority on keeping your stay in an acute hospital bed to a minimum.
- Once your consultant led team assesses that you are medically fit for transfer we will aim to transfer you from hospital on the same day.
- You will be transferred from Aintree University Hospital when you ready to leave hospital as there are more appropriate services and facilities available to you.

- We will aim to transfer you from hospital before 10.00am on your day of transfer and if you require transport we will arrange this for you.
- If there is a delay in your transfer, the hospital provides a discharge lounge where you will be looked after until you leave the hospital. On the morning of your discharge you may be transferred to the lounge before your breakfast. Breakfast and any other care needs will be provided by the staff in the discharge lounge
- The discharge lounge is a comfortable area where you can watch television, read papers and be provided with refreshments (including breakfast and lunch).

When You Leave Hospital

It is important to know that the majority of patients will be transferred home directly from hospital.

If you no longer require consultant led care and there is a delay in the start of your package of care, or preferred community based placement, you cannot choose to remain in an acute hospital bed.

You will be transferred to a bed within a non-hospital setting (within 48 hours) whilst this is arranged.

We will only transfer you when the appropriate placement has been identified and confirmed.

Below are examples of services you may require when you leave hospital.

1. Package of Care (POC)

When you return home you may require some help with your personal care and daily tasks. If so, you will be referred to the hospital social worker who will visit you on the ward and complete an assessment of your needs. Your named social worker will take into account the review made by the medical, nursing and therapy staff.

To ensure that the assessment of your care needs is accurate and appropriate for you the continuation of this assessment may take place in a more suitable environment such as:

- A community based bed which is outside the acute hospital setting,
- Your own home - the Aintree at Home (A@H) Team and social work team will assess you in your home. The A@H will provide the necessary care if required up to the first 72 hours until a package of care commences.

2. Intermediate Care at Home

Your hospital therapy teams and social worker may assess that you require a period of rehabilitation in your own home when you no longer require a hospital bed. This is sometimes combined with a package of care

3. Intermediate Care

Your hospital team may assess that you no longer need to remain at Aintree University Hospital but that you require a period of bed-based rehabilitation

Intermediate Care Beds are community based facilities, outside the acute hospital setting, for patients who no longer require (Consultant led) medical care but may still need to continue with nursing care or rehabilitation.

The bed allocated will be based on your level of need and the next available bed.

4. Community Bed Placements

Your team may assess that you require a period of bed-based nursing or residential care outside of the hospital setting.

This can be for a period of re-enablement, while you are waiting for longer term residential or nursing care placement or awaiting a package of care to commence.

During your stay in one of these beds a social worker will visit you to assess your progress to help you return home or to find appropriate longer term residential or nursing home accommodation.

This temporary placement will give both you and your family the time to make important longer term decisions in a more appropriate environment.

The bed will be identified based on the postcode area you live in, the level of care required and current bed availability.

The bed allocated will be based on your level of need and the next available bed.

If you no longer require Consultant led care and there is a delay in the start of your package of care or preferred community based placement you cannot choose to remain in an acute hospital bed. You will be transferred to a bed outside the acute hospital setting (within 48 hours) whilst this is arranged.

Summary

Aintree University Hospital understands that patients and families, when leaving hospital, sometimes need time to make choices which can be life-changing.

Your hospital works in partnership with your local community service and local council authority to provide services which give you the time to help you make these choices in a more suitable environment.

You cannot choose to remain in an acute hospital bed when you no longer need this level of care and you will be transferred from hospital when your consultant assesses that you are medically fit and ready to leave hospital. We will aim to transfer you from hospital to a more appropriate environment within 48 hours.

Your safe and timely transfer will also allow new patients who need acute hospital treatment to be admitted without avoidable delay.

Please note: that we will always try our best to involve nominated members of your family or friends in the future care of patients.

However the absence of family members due to holiday, work commitments etc. does not mean that decisions regarding your transfer out of hospital will be put on hold until your family is available.

If an advocate is required to support you with future care provision, your hospital will arrange this for you.

We hope that this approach to care is satisfying and that you experience quality care in your local hospital.

Please be assured that our aim is to deliver the care that is most appropriate for all our patients needs and in the most appropriate environment.

This information is fully supported and endorsed by your local hospitals; your local community trusts your local council authorities, your care commissioners and legal teams.

- Liverpool Community Health Trust,
- Liverpool, Sefton and Knowsley Local Authority
- Liverpool, Sefton and Knowsley Care Commissioning Groups
- Royal Liverpool & Broadgreen University Hospitals NHS Trust Hospital Trust
- Trust Legal Team

For more information please contact:

Your Ward Manager

Contact Number

Your Matron

Contact Number.....



If you require a special edition of this leaflet

This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please:

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