

## Need further help?

If you are unsure about any part of the discharge process or who to contact after discharge, please ask your nurse or doctor who will be happy to help.

**Below are some useful numbers for patients, relatives and carers.**

Ward Direct Number	
Adult Social Care - Manchester	0161 234 5001
Adult Social Care - Trafford	0161 912 5199
Neighbourhood Teams	0161 209 2723
Greater Manchester Centre for Voluntary Organisations	0161 277 1000
Citizens Advice Bureau	08444 111 444
Age UK Manchester	0161 255 8250
Community Physiotherapy	0161 946 8364
District Nursing – Manchester	0161 217 3934
Patient Liaison Service	0161 291 5600

## Discharge checklist

Before you leave the ward, do you have?

- All your belongings and valuables
- Any medication that has been prescribed to you along with instructions on how to take them
- Your house keys or someone to meet you at home
- Adequate clothing to travel home in
- Any equipment or dressings you require
- Your discharge summary
- Any outpatient appointment details you require
- Any contact telephone numbers or information leaflets you requested

## Friends and family test

UHSM ask all its patients if they would recommend our hospital to family and friends. You will be asked to complete a short questionnaire before you leave hospital. Please place the completed questionnaire in the comments box on your ward. We value your feedback which helps us to improve our services.

This leaflet supports the Trust's Home of Choice Procedure. If you require any details, please discuss this with the ward staff.



## Patients, relatives and carers Please read

Shortly after being admitted to our hospital you will be informed of your Estimated Discharge Date (EDD). This is the date that your clinical team feel you will be well enough to leave hospital.

If you have been in hospital for more than two days you will find a Ticket Home at your bedside. The ticket will include your EDD, allowing you and your family or carers to make arrangements to ensure you are ready to leave the hospital.

**Is there anyone we need to contact before you are discharged?**  
**Please provide us with their details:**

### Your expected discharge date

<b>Day:</b>	
<b>Date:</b>	

### Your ward information

<b>Ward:</b>	
<b>Consultant:</b>	

### Your Hospital

Each year, around half a million people receive inpatient, outpatient or emergency treatment at University Hospitals of South Manchester (UHSM). Being in hospital can be a worrying time for you and your family, particularly if your circumstances or needs have changed as a result of your illness or surgery.

At UHSM we are working hard to ensure all our patients are involved in their care pathways; this includes planning for effective discharge and aftercare.

### Before your discharge or transfer

If you require any support to get home please discuss this with the nursing staff on the ward at the earliest opportunity. Please ensure you have;

- Clothes in which you can travel home.
- Your door key or someone at home to meet you.
- Someone to turn on any heating at your home during the colder months.
- Any food you require at home to have been organised.

It may also be helpful to ask a friend or relative to visit you after you get home to ensure you have everything you need. There are also some voluntary agencies that can provide support; please refer to the 'need further help?' section.

### Getting ready to go home

Once your EDD grows closer, you may no longer require the medical support of this ward and therefore may no longer need this bed. You may be moved to another ward or community setting. This allows the hospital to manage its bed spaces to ensure we are able to care for another patient.

### The Discharge Lounge

On your day of discharge, you may be moved to the Discharge Lounge before going home. We will do this early in the morning. This is an area staffed by nurses, with chairs or beds, specifically for patients going home. There are refreshments and light snacks for patients who may miss their meals on the ward. The Discharge Lounge is located at the front of the hospital near the Outpatients Department.

### Transport

We will expect you to make your own travel arrangements when you leave the hospital. In exceptional circumstances, hospital transport can be arranged. Occasionally, hospital transport may be delayed. The ward or discharge team will do all they can to avoid this and to keep you informed should this occur.

### What if I need extra support or cannot return to my home?

You may need some rehabilitation or extra help after your discharge. If so, this will be arranged by your care team. Services may include:

- Intermediate Care.
- Rehabilitation.
- Social Services.
- District Nurses.
- Care Home.
- Voluntary or other Community Agencies.

If you need carers to support you at home with tasks such as getting washed or dressed, a social worker may come and talk to you whilst you are in hospital to arrange this for you.

### Intermediate care

If your medical condition has become stable but you still require a little longer to recover, we may transfer you somewhere else. This is usually away from hospital and allows you the opportunity to recuperate and recover before returning home. If this is necessary we will discuss this with you and your relatives or carers.

### Fit Notes and Claim Forms

Please speak to a member of ward staff about this. They will be able to arrange fit notes and the signing of claim forms. You may be charged for some claim forms, but the ward will provide you with the information.