

Preparing to leave hospital

Information for patients,
families and carers



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This booklet answers common questions about staying on one of our wards, and will help you prepare for your discharge from hospital.

This booklet is also available in large print. If you need it in another format – for example Braille, a language other than English or audio – please ask a member of staff.

Barnet Hospital:	020 8216 4600
Chase Farm Hospital:	020 8375 2999
Royal Free Hospital:	020 7794 0500
Main switchboard:	020 3758 2000

Your ticket home checklist

A ward nurse will help you to complete this:



What is my expected date of discharge (EDD) and what time will I be leaving the ward?		
How will I get home? Tell a member of ward staff if you need to arrange a taxi.		
Name and contact details of the family member/friend/carer who is to be contacted or included in discussions about your discharge from hospital.		
A family member/friend/carer will be able to support me (if needed) when I leave hospital.	Yes	No
Do they have any holidays planned?	Yes	No
Will I be using the discharge lounge when leaving the ward?	Yes	No
Did I bring any of my own medications and do I need to take them home?	Yes	No
If I have a drip, drain or other equipment, will these be removed?	Yes	No
If I have stitches, when and where will these be removed?		
Do I need a medical certificate?	Yes	No
How are you managing at home? Do you have carers helping you? If so, what do they help you with?		
Do I have the contact names and numbers for services arranged and do I know when I expect to be visited?	Yes	No

Have I got everything in place for me to return home? If not , what do I need to arrange?	Yes	No
Do I have my house keys or know my key safe code? If not , who has my house keys/code?	Yes	No
Do I need someone to prepare my home for me if appropriate (food, heating etc)?	Yes	No
Do I need a follow-up appointment with the hospital? This will be included in your discharge summary letter.	Yes	No
Has the medication I am taking home been explained to me?	Yes	No
Do I need any information leaflets about my treatment?	Yes	No

What additional service(s) will I be provided with?

	Please tick	Contact details (eg telephone number or email)
District nurse		
Home care service		
Occupational therapy		
Physiotherapy		
Intermediate care		
Other		

Your hospital stay

What do I need during my hospital stay?

If possible, please ask a family member, friend or carer to bring the following to hospital:

- comfortable loose-fitting clothes as day wear
- any medicines you are taking, including inhalers, your steroid card and warfarin book (if you have these)
- well-fitting footwear and a spare set of clothes
- toiletries and a set of night clothes
- glasses, dentures and walking/hearing aids if required.



We actively encourage all patients where possible to be dressed in their clothes during the day.

Please ask them not to bring:

- any jewellery, valuables or large amounts of money
- large bags or suitcases.

The Royal Free London will not accept responsibility or liability for any loss or damage to a patient's property under any circumstances, unless it has been handed in and signed for by a member of hospital staff.

Visiting times

Regular visiting is encouraged between the hours of 2pm and 8pm. We ask visitors to be mindful of noise levels to ensure other patients are not disturbed.

We also support John's Campaign, where your own carers or family are encouraged to spend time with you in hospital and help us care for you if they wish to. If you have a carer, close friend or

family member who provides care to you, please speak to the nurse in charge who will arrange for them to be welcome on the ward at any time. We can also provide practical support and advice for them during this time.

On the ward

- Mealtimes on our wards are generally served as follows:



Breakfast
8-9am



Lunch
12-2pm



Dinner
5.30-6.30pm



**Refreshments
and snacks
served all day**

If your diet is restricted for medical reasons or you have any dietary requirements, please discuss this with your nurse.

- We have a range of support services available, including a multi-faith team of chaplains and a patient advice and liaison team. Speak to your nurse for more information.
- If you, your family member or carer wish to speak to the doctor, please ask your nurse and she will arrange this for you.
- Free Wi-Fi is available on most of our wards. Select ‘_TheCloud’ from the list of available Wi-Fi networks on your device – you may need to sign up before you can access the service.
- You can use your mobile phone on the ward, but please be mindful as loud music or conversations can disturb other patients within your bay area.



When can I leave the hospital?

It is important that we discharge you as soon as you are medically fit to leave the hospital. This is to avoid unnecessary lengthy stays in hospital and make sure you can retain your independence, level of mobility and are protected from hospital acquired infections. You will usually be discharged by 10am on the day of leaving the hospital or transferred to our discharge lounge while you wait to be collected.

A member of the nursing team will give you an approximate date for when you will be able to leave the hospital (also known as an expected discharge date) within 24-48 hours of your arrival on the ward.

Please let the ward team know of any housing or other problems that you may have on leaving hospital as soon as possible, particularly if you live on your own.

We are here to help and will work with you to ensure the necessary arrangements are in place as quickly as possible.

What will I be given to take away with me?

Discharge summary letter

This is a letter giving details of your hospital treatment and the medicines you need. A copy will also be sent to your GP. Keep it safe and show it to those involved in your care.

Medicines

If necessary, we will provide a supply of medicines for up to 14 days only. The pharmacist or nurses on the ward will



explain any instructions that you need to follow.

Further prescriptions should be obtained from your GP.

Equipment

You may be given equipment to take and use at home, eg walking aids. Someone may need to take these home for you separately.

Supplies

A short term supply of things you will need at home will be provided, eg stoma or catheter bags, dressings, syringes and needles. Further supplies should be obtained from your GP.

On the day of leaving hospital

You may be transferred to our discharge lounge before 10am on the day of leaving the hospital while you wait to be collected.

If you are returning home

Before you leave, make sure you:

- Arrange your transport home – if you require a taxi, please speak to a member of staff, as hospital transport is only available to eligible patients.
- Have your discharge letter and medicines, and understand how to take them.
- Ask for any certificates you need.
- Check if you need a follow-up appointment.
- Ensure you have your house keys.
- Take all of your belongings with you when you leave the hospital.

If you are being collected, parking is available at all three of our hospitals. Each has a free, designated short term drop off zone:

Barnet Hospital	Chase Farm Hospital	Royal Free Hospital
20 minutes only.	5 minutes only.	5 minutes only.
Located outside the main entrance.	Located outside the: <ul style="list-style-type: none">• older person's assessment unit in the Highlands wing• urgent care centre• surgicentre• staff nursery.	Located outside the: <ul style="list-style-type: none">• main entrance• emergency department.

Longer stays are chargeable and visitors should park in a designated car park. For more information visit our website: royalfree.nhs.uk/contact-us/parking-at-our-hospitals.

If you are unable to go home

The ward team will discuss your care requirements with you and will consider available options, which may include:

- care packages
- rehabilitation
- placement in a care home
- referral to a homeless persons unit
- transfer to another care facility
- a temporary care package or placement.

Once you have received information about the discharge options available to you, **we ask that you make a decision within three days** as it is not possible for you to wait in hospital once you no longer need hospital care.

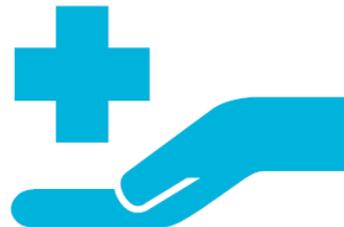
Completing your treatment at home

If you need to complete your treatment at home, follow up support services available include:

Post acute care enablement (PACE): The aim of PACE is to make the early discharge of patients from hospital possible, and provide them with care and support in their own home for a few days.

District nurse support: District nurses are qualified nurses who have additional training to nurse you at home. They work closely with your GP to support your care at home.

Community matron support: If you have a chronic condition, a community matron may visit you at home to co-ordinate the care you need. They will help you monitor and self-manage long-term conditions and help you avoid a crisis.



Once I have left the hospital

After you have left hospital, please contact your ward or GP surgery if you are worried about anything. Our contact numbers can be found at the end of this booklet.

Other useful contact numbers

Organisation	Contact details
Age UK www.ageuk.org.uk	080 0169 2081
Alzheimer's Society National Dementia Helpline www.alzheimers.org.uk/helpline	030 0222 1122
Barnet Carers Centre www.barnetcarers.org	020 8343 9698
Barnet adult social care team www.barnet.gov.uk/citizen-home/adult-social-care/About-adult-social-care.html	020 8359 5000
British Red Cross – support at home service www.redcross.org.uk/What-we-do/Health-and-social-care/Independent-living/Support-at-home	London area office: 020 8944 0246
Camden adult social care team www.camden.gov.uk/ccm/navigation/social-care-and-health/adult-social-care	020 7974 4000/ 6666
Camden Carers Centre www.camdencs.org.uk	020 7428 8950/55
Carers in Hertfordshire www.carersinherts.org.uk	019 9258 6969
Enfield Carers Centre www.enfieldcarers.org	020 8366 3677
Enfield adult social care team www.new.enfield.gov.uk/services/adult-social-care	020 8379 1000

<p>Hertfordshire adult social care www.hertfordshire.gov.uk/services/healthsoc</p>	<p>General enquiries: 030 0123 4040</p>
<p>Royal Free London patient advice and liaison service (PALS) www.royalfree.nhs.uk/pals</p>	<p>Barnet Hospital: 020 8216 4924</p> <p>Chase Farm Hospital: 020 8216 4924</p> <p>Royal Free Hospital: 020 7472 6446/ 6447</p>
<p>Single point of access for PACE patients</p>	<p>For Barnet patients: 084 5389 0940</p> <p>For Camden patients: 020 3317 3400</p> <p>For Enfield patients: 020 8702 5910</p> <p>For Hertsmere patients: 017 0762 1157</p>

Once home – what if?

What if my recovery is not going as expected or if I have any concerns?

In the first few days after leaving hospital, if you experience any adverse symptoms, please contact your GP, call NHS 111 or visit your local emergency department.



What if the district nurse does not arrive?

Contact your district nurse using the number noted in your ticket home checklist on page 5.

Who should I contact if I need more dressings?

Ring your GP surgery or district nurse. They can ensure you receive a supply.

What if my supply of medicines is running out?

We will usually give you up to a 14 days' supply of medicines. Contact your GP surgery for a further prescription.

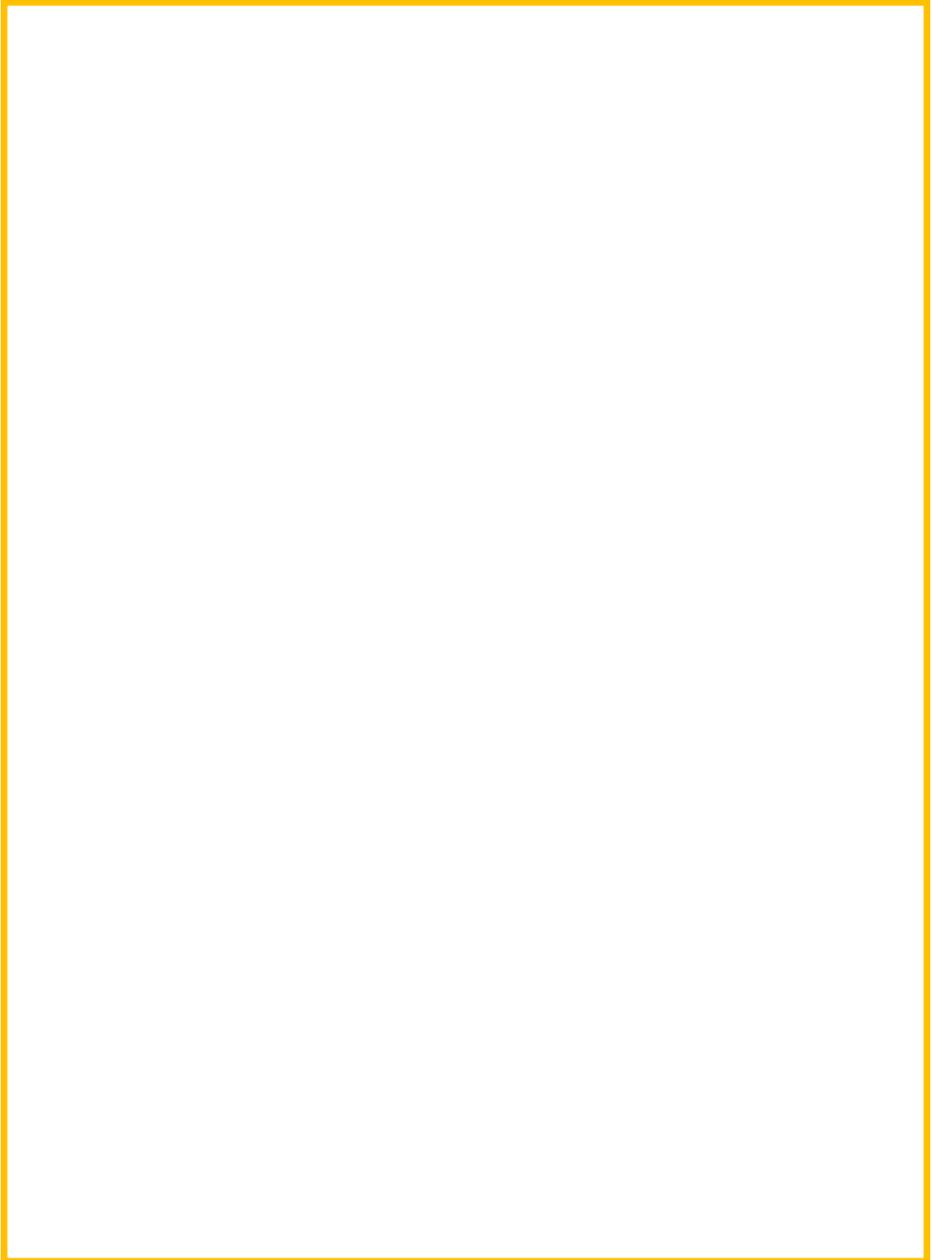
Your experience

We want to hear from you about your experience. Your feedback will help us to improve our service and the care we deliver.

When you return home you will receive a telephone call from us asking if you would recommend the hospital to your own friends or family. If you would prefer not to be called, please let a member of nursing staff know.

Alternatively, you can leave us feedback via Twitter (@RoyalFreeNHS), Facebook or NHS Choices.

Notes



If you have questions or concerns about your care after your stay in hospital, you may want to contact your ward team for advice:

Your ward team

Your hospital stay was on:

The ward manager for this ward is:

Phone number for the ward is:

If you are still concerned please contact your GP or telephone NHS 111.

We value your feedback – if you have any comments about this booklet or you would like a list of references for it, please email: rf.communications@nhs.net.

For more information about staying in one of our hospitals visit: royalfree.nhs.uk/patients-visitors/staying-in-our-hospitals.

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