

# Central Lancashire Discharge Charter

## #everydaymatters

The Central Lancashire discharge charter has been developed to ensure all our patients are discharged from hospital safely and effectively.

The charter outlines the principles and standards put in place to ensure that you have the best possible experience whilst in our care and are supported to leave hospital as soon as you are able to.

We will treat you with dignity and respect throughout your stay in hospital. We will start discharge planning with you as soon as you are admitted to a bed and involve you throughout the process.

The charter sets out the standards of service that you can expect to receive when being discharged from our hospitals, these are:

- We will ensure that you, and with your permission your family and all carers are always included and listened to with regard to your care and discharge
- We will follow the principle of 'home first' for all discharges considering the least intrusive support options first
- We will ensure that wherever possible assessment for longer term needs takes place outside of the hospital setting
- We will not undertake any tests that can be done outside of hospital when you are ready to leave hospital and have a plan of care in place
- We will support you and your family and carers to achieve a timely discharge minimising and positively managing any known risks
- We will keep you and your family and carers informed and involved with the estimated date of discharge on a daily basis and this will be visible next to your bed
- Health and social care partners will work together to ensure the planned discharge/ transfer requirements are supported and equipment needs are met
- We will liaise with you and your family and carers to arrange transport no later than 12 hours before you are discharged
- We will support you to ensure that you or your family or carers can arrange access to your residence, for example, front door keys and alarm code
- We expect you or your family or carers to provide adequate clothing for discharge
- We will provide you and your family and carers with information concerning rest, diet, medication and follow-up appointments
- We will not discharge you without medication unless agreed with you first
- We will provide you and your family and carers with a contact telephone number in case of medical difficulties following discharge
- We will ensure that we send discharge information to your GP within 24 hours of you leaving hospital

Our services, as much as possible, function over seven days so that your discharge is not delayed at the weekend. You can expect ward rounds to take place every day in most of our wards and a daily review by one of our senior doctors (a consultant or a registrar). We also use 'criteria led discharge' especially over the weekend. This means that when you meet certain criteria set by your senior doctors and clinicians, such as blood results being within normal ranges, you will be discharged by the nurses.

We aim to support you to be cared for on the most appropriate ward for your needs at the earliest opportunity, however, should you need to move to a different ward there will be handover between the discharge facilitators on each ward so that there is consistency in your discharge planning.