Transfer of care

What you can expect when leaving Queen’s Medical Centre or Nottingham City Hospital

This document can be provided in different languages and formats. For more information please contact:

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Aim of the leaflet

This leaflet explains what will happen when you are ready to leave Queen’s Medical Centre (QMC) or Nottingham City Hospital.

We aim for you to only be in hospital as long as necessary. Our hospitals are the right place for you when you need urgent, emergency medical or surgical treatment. When this part of your treatment is over, we will do our best to ensure that your discharge (transfer of care) from hospital is both safe and timely.

If people leave hospital in a safe and timely manner, this means that beds are ready:

- For people who are very unwell and waiting in the Emergency Department
- For people who need operations for cancer and other conditions. We have to cancel operations when we are short of beds.

There are two main types of discharge from hospital:

- Discharge without the need for additional support (social care for example) when you return home
- Discharge (transfer of care) when we work closely with your local authority and other community partners to support the next stage of your care and treatment. Depending on your needs, this may be at home or in a community rehabilitation unit.

What will we do

We will help you plan your discharge on or before your admission to hospital. We will discuss your estimated date of discharge (or transfer of care) with you, your relatives and carer(s).

Together we will agree a suitable plan based on your ongoing needs. Where necessary we will work with your local authority who will support you with any social care services you need.

You may need ongoing care in a community rehabilitation unit. To speed up your recovery and rehabilitation it’s important that we start the next stage of your care as soon as possible. Therefore, we will offer you the first available place we can; this may not be the closest unit to where you live. For more information, please see the ‘discharge to the community’ section below.
What we expect from you
Please work with us to plan your discharge. We will involve your relatives or carer(s) as much as you like/need.

We can arrange transport from QMC and City Hospital for patients who meet certain criteria. For these patients we will assess which method of transport will be best and arrange this. If you don’t meet these criteria we will help you to make your own transport arrangements.

For some people, the Red Cross will help you leave hospital with suitable clothes, a supply of food and can warm your home before you arrive.

On the day of your discharge
At QMC and City Hospital we will try to ensure that you are ‘Home for Lunch.’ If you are moving to a community rehabilitation unit or community hospital, we will do our best to arrange transport in the morning so you can settle in early in the day.

If you are at QMC, we will ask you to move to our Discharge Lounge as early in the day as possible. The discharge lounge is a comfortable and safe place to wait until your transport arrives. This early move helps free up beds for people who need to be admitted to hospital.

If you are at the City Hospital, we will ask you to wait on the ward until your transport arrives.

Follow-up
If you need a follow-up appointment or any further tests/procedures, we will arrange this before you leave, and let you know when these will be.

Medication
We will give you a supply of any necessary medicines, tell you what they are for and how to take them. Your GP will provide repeat prescriptions.

You and your GP will receive a letter explaining the reason for your hospital stay and details of your ongoing medicines.

Please contact your Community Pharmacy if you have any queries over your medication – they are well equipped to review and advise you.

Help at home and equipment
If you need help at home, the support services will be arranged before you leave. A letter detailing your agreed support services will be given to you and sent to your GP.

If you need equipment to help you at home, we will arrange this for you. You and your carer(s) will be shown how to use any equipment before you leave our care.

If you think that you may struggle to cope, or have problems when you go home, please let us know as soon as possible. We can then ensure that all your care needs are met. Please talk about any concerns you have with the nurse-in-charge on your ward or your discharge co-ordinator.
Discharge to the community

What can I expect from a community rehabilitation unit?

To support your recovery and rehabilitation you may need ongoing care in a community rehabilitation unit. There are several care homes in Nottinghamshire that work in partnership with rehabilitation teams to provide this service. Community rehabilitation units provide a better environment for you to receive your ongoing care than staying in QMC or City Hospital (where the most poorly patients are cared for).

In community rehabilitation units:
- Assessment is done by nurses, occupational therapists, physiotherapists and social care workers who will agree a rehabilitation plan with you. This may include looking at improving your mobility, strength, balance, increasing your independence with getting washed, dressed and making meals in preparation for your return home
- Home assessment visits may be planned for you in case further aids, equipment or adaptations are needed to make it easier and keep you safe when you return home
- There are more opportunities to socialise with others and you will have your own room
- Visiting times for friends and relatives are more flexible
- Gardens, lounges and cafes (in some of the homes) are easily accessible
- Car parking for friends and relatives is usually easier and often free

What can I expect from a community hospital?

A community hospital provides nursing care and rehabilitation for patients following treatment or surgery at an acute hospital like QMC and City Hospital. If your ongoing care plan means you need to spend some time rehabilitating in a community hospital you may get a place at Lings Bar, one of Nottingham’s community hospitals.

At Lings Bar, and other community hospitals, the focus is on nursing care and rehabilitation. Here they will work with you to plan, set and meet your rehabilitation needs so that you can regain your mobility and independence.

What is interim care?

If you are moving to a care home for the first time, this may take some time to organise, particularly if there is no vacancy in the care home you have chosen. It’s not possible for you to wait in the QMC or City Hospital during this period as new patients are waiting for beds. Therefore we ask that you accept an interim place in an alternative care home while we work with you and your family or carer(s) to get your ideal arrangements in place. Social workers will discuss the options available to you with you and your family/carer(s).
Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

Freephone: 0800 183 0204
From a mobile or abroad: 0115 924 9924 ext 65412 or 62301
E-mail: pals@nuh.nhs.uk
Letter: NUH NHS Trust, c/o PALS, Freepost NEA 14614, Nottingham NG7 1BR
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