

This information booklet is for patients and their families, carers and representatives

# Moving on

Version 2 – July 2015



What happens when it is time to leave hospital.

The advice contained in this booklet is for people who are likely to need a lot of help when they leave hospital.



# Now a patient is ready to leave hospital - what happens next?

A guide for patients, families and carers

**This guide is written for patients, families and carers. Although much of the information is aimed at patients, it is recognised that a lot of the work is done by their families and carers. We know that this can often be a very difficult time for everyone. This guide aims to answer some of your questions.**

## What is discharge planning?

When someone is in hospital, staff will work with them on a care plan for when they leave. This is called discharge planning. Discharge planning helps to identify the services and support that may be needed after leaving hospital. Planning will start on, or soon after, admission to hospital. In discussion with the patient and, if appropriate, the carers or families, the planning process will help to ensure that the necessary support is available in the community for when the patient is discharged.

## How are needs assessed?

The discharge plan is developed after health and social care staff (the multi-disciplinary team) has assessed the patient's needs. This is called a multi-disciplinary assessment. A social worker may agree the care plan with the patient (and if appropriate the carer / family) and undertake a financial assessment. The care plan and any financial support required for it then needs to be approved by the council. The assessment process may continue even if the patient moves to another NHS facility, their own home or a care home. This is to ensure the patient has the best opportunity to recover and to return to their own home permanently, with support if needed, or to another type of care, such as a care home or supported accommodation.

The multi-disciplinary team may consist of a range of different professionals including the following.

- Community care worker
- Discharge co-ordinator
- Hospital pharmacist
- Occupational therapist
- Social care staff
- Dietitian
- Hospital doctor
- Nursing staff
- Physiotherapist

There are situations where people's nursing and other daily healthcare needs are complex, specialist, unpredictable and intense. Therefore they can only be met through the NHS in one of their specialist units. The team will assess the patient's needs and decide whether ongoing hospital care, based on overall care needs, is required. This will then be discussed with the patient (and carer and family if appropriate). The patient doesn't have to pay for this care.

### **Do you have to pay for care?**

There are charges for social care services. The financial assessment mentioned above is used to work out the contribution to be paid towards the cost of the care. Things that will be considered are income (including pensions), social security benefits, capital, savings, investments or property. Patients (or carers or family if appropriate) can ask for a review if they disagree with the cost of the contribution.

If a patient (carer or family) prefers not to have a financial assessment it does not have to be done but they will have to pay the full cost of the services that are provided. No matter who is providing the service, the patient (carer or family) should be told what the service will include and how much it will cost before it begins.

There is a charge right from the start to stay in a care home. An assessment will be done to work out the contribution that needs to be paid. For care homes, all prospective residents require a financial assessment. The payment will be reduced if the patient

is eligible for Free Personal Care or Nursing Care Allowance (see below). A 'top-up' payment may be required if the care home costs more than the Council pays. This is the difference in the price that the home charges and the price that the council pays.

**Free personal care** - is available for eligible people aged 65 and over in Scotland. A social worker assesses eligibility excluding income or capital assets.

Personal Care includes:

- assistance with personal hygiene
- eating and drinking
- mobility assistance
- management of medication
- personal safety.

**Free nursing care** - is available for people of any age assessed as requiring nursing care services. The social worker assesses eligibility which does not include income or capital assets.

Nursing care is care that involves the knowledge or skills of a qualified nurse and includes:

- administering injections
- managing pressure ulcers
- dressing wounds.

### **Self-directed Support (SDS)**

SDS places duties on the Local Authority to ensure that different options are offered for how support is provided. It allows more control and choice over how support is provided, when it is provided and by whom. More information on this will be given when the assessment is done. Support will also be available to decide which option is the most suitable.

## **What if the patient needs support to make decisions?**

Support for a patient can be provided in various ways by a carer or someone (else) in the family. The main way to provide formal support is for the patient to organise a Power of Attorney (usually for someone in their family) to help them make decisions. If the patient is unable to make decisions, the family or carer may be asked to take out Guardianship. More information and advice about Power of Attorney or Guardianship is available from the Office of the Public Guardian. Contact details are under 'Useful Information' at the end of this leaflet.

## **What support is useful for a carer?**

Carers and family members can get support and advice from a social worker or another professional. The person in charge of the ward can advise carers and family how to contact the social worker or other professional, if they have not already been in touch. Social workers or other professionals can provide a list of care homes to visit and an idea of the things to consider such as Care Inspectorate reports. They can also help with completing any necessary paperwork and advise about support that is available.

A list of other organisations and useful contacts that can support and advise is at the end of this booklet.

## **Why can't people just stay in hospital?**

No-one wants to remain in hospital any longer than they need to. A long delay can often lead to people becoming ill again, or becoming more dependent. A delay in moving on from hospital could also mean that treatment may be delayed for other people waiting for the bed or service.

The government has set targets to ensure that no-one is inappropriately delayed in hospital for longer than two weeks. However, patients are usually discharged from hospital the day after the doctor has assessed that they are medically fit.

Sometimes there may be a delay but it is important that we help people to move from hospital within two weeks of no longer needing treatment. We will do this by assessing people's needs at an early stage and having a plan for care after leaving hospital. This applies to everyone who needs some form of care after a hospital stay.

The Scottish Government is clear that no-one has the right to 'choose' to stay in hospital. Not engaging with the discharge process or not choosing a care home will not stop discharge taking place.

### **Can an appeal be made about the doctor's decision to discharge?**

If the patient (or carer or family) does not think they are ready for discharge from hospital they have the right to appeal this decision or an advocate, relative or carer can appeal on their behalf. If help is needed to appeal, patients can ask the nurse, their family or carer, relative or the Patient's Advice and Support Service (PASS) for help (see 'Useful contacts' on page 8). It is important to understand that the appeal is against the doctor's clinical decision to discharge. It is not an appeal on the outcome of the assessment.

An appeal should be made within five working days from the date the patient (carer or family) was informed of the decision to discharge. An appeal can be made verbally, in writing or by e-mail to the doctor, consultant or social worker.

### **Moving from hospital to a care home**

If a person needs to move to a care home, their future, long term care needs will be agreed with the patient (or carer or family) as part of the assessment process. This is usually done by a social worker based in the hospital or a community social worker may be allocated. The assessment should be discussed with the patient (or carer or family if the patient agrees)

The patient should receive a copy of the assessment and be given the opportunity to discuss it.

## **How do I express my care home preferences?**

The assessment will recommend the type of care home that will best meet the needs of the patient. The patient, carer or family will then be provided with a list of suitable homes that can meet the patient's needs. Three homes, at least, can be chosen from the homes on the list provided. At least one must have an appropriate vacancy (the social worker can help with this) and they must be affordable.

## **What if my preferred homes don't have any vacancies?**

If there are no current vacancies in any of the preferred homes a place will be found in a temporary alternative home with a vacancy that meets the patient's needs. This will either be one of the other homes on the list, or it may be a different home.

The patient's name will be added to the waiting list(s) of the preferred home(s) and the care home will get in touch when a place becomes available. The patient (or carer or family) would then be given the option to move, if they still want to go there.

## **What is an interim care home?**

An interim care home allows a patient to leave hospital while waiting for a place in a care home. While the patient is in the interim care home, updates can be requested regarding availability of the preferred home from the Council's Health and Social Care Department.

When a vacancy arises, staff from that home will visit the patient to assess if the preferred home meets their needs.

## **Advocacy and Independent Advice**

If the patient (carer or family) would like help to express their views or to have their voice heard, help can be provided by an independent advocate. Independent Advocacy helps people to express their choice regarding health treatment and future care needs. Social care staff can give information about Independent Advocacy or the Scottish Independent Advocacy Alliance can help (see 'Useful contacts').

The Patient's Advice and Support Service (PASS) (provided by the Citizens Advice Bureaux) gives free independent advice on the rights and responsibilities of patients. It also advises and supports people who wish to comment or complain about treatment and care provided by the NHS in Scotland. Telephone numbers for this service for each geographical area are given at the end of this booklet.

## **NHS Feedback and Complaints Procedure**

We welcome all forms of feedback from patients - we are keen to hear what went well and importantly how we can improve the care and services that we provide. We value feedback whether this is a complaint, comment, concern or a compliment. If you would like to give us feedback about your experience please contact us at the address below.

### **NHS Lothian Patient Experience and Feedback Team**

**Freepost RSTR-RLJH-YLTR**

**NHS Lothian, Waverley Gate, 2 – 4 Waterloo Place**

**Edinburgh, EH1 3EG**

**Telephone: 0131 536 3370**

**Email: [feedback@nhslothian.scot.nhs.uk](mailto:feedback@nhslothian.scot.nhs.uk)**

**Website: [www.nhslothian.scot.nhs.uk/YourRights/](http://www.nhslothian.scot.nhs.uk/YourRights/)**

**ComplimentsConcernsComplaints**

Please contact us for a copy of the 'Giving feedback or making a complaint about the NHS' leaflet. The team can arrange for an alternative language copy or translation service if this is required.

## **Social Work / Social Care Complaints Procedure**

If the complaint concerns a social work or social care issue contact the local social work department. A list of their contact details is under 'Useful Contacts'.

It should be noted that submitting a complaint either about a medical issue or a work / care issue would not delay a discharge taking place if the patient was medically fit to leave hospital.



# Useful contacts

## Lothian Carers Centres, Organisations and Support

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### Edinburgh

#### **Edinburgh Carer Support Team**

Telephone: 0131 536 3371

Email: [carersupport@luht.scot.nhs.uk](mailto:carersupport@luht.scot.nhs.uk)

#### **Care for Carers**

Lochend House, 33-35 Lochend Road South, Edinburgh EH7 6BR

Telephone: 0131 661 2077

Email: [admin@care4carers.org.uk](mailto:admin@care4carers.org.uk)

Web: [www.care4carers.org.uk](http://www.care4carers.org.uk)

#### **Edinburgh Carers Council**

For those supporting someone with mental health difficulties, personality disorder or learning disabilities.

The Canon Mill, 1 – 3 Canon Street, Edinburgh EH3 5HE

Telephone: 0131 270 6087

Email: [info@edinburghcarerscouncil.co.uk](mailto:info@edinburghcarerscouncil.co.uk)

Web: [www.edinburghcarerscouncil.co.uk](http://www.edinburghcarerscouncil.co.uk)

#### **Edinburgh Young Carers Project**

Norton Park, 57 Albion Road, Edinburgh EH7 5QY

Telephone: 0131 475 2322

Email: [info@youngcarers.org.uk](mailto:info@youngcarers.org.uk)

Web: [www.youngcarers.org.uk](http://www.youngcarers.org.uk)

#### **MECOPP**

172 Leith Walk, Edinburgh EH6 5EA - Supporting black and minority ethnic carers.

Telephone: 0131 467 2994

Email: [info@mecopp.org.uk](mailto:info@mecopp.org.uk)

Web: [www.mecopp.org.uk](http://www.mecopp.org.uk)

## **VOCAL Carers Centre**

13 Johnston Terrace, Edinburgh EH1 2PW

**Telephone: 0131 622 6666**

**Email: [centre@vocal.org.uk](mailto:centre@vocal.org.uk)**

**Web: [www.vocal.org.uk](http://www.vocal.org.uk)**

## **East Lothian**

### **Carers of East Lothian**

94 High Street, Musselburgh EH21 7EA

**Telephone: 0131 665 0135**

**Web: [www.coel.org.uk](http://www.coel.org.uk)**

### **East Lothian Young Carers**

Suite 14, Cockenzie Business Park, Edinburgh Road  
Cockenzie EH33 0XL

**Telephone: 01875 818600**

**Email: [eastlothianyc@aol.com](mailto:eastlothianyc@aol.com)**

## **Midlothian**

### **Midlothian Young Carers**

Units 9-10, 40 Hardengreen Business Park Dalhousie Road  
Dalkeith, EH22 3NU

**Telephone: 0131 654 9540**

**Email: [peter.dalzielcarruthers@children1st.org.uk](mailto:peter.dalzielcarruthers@children1st.org.uk)**

**Web: [www.children1st.org.uk](http://www.children1st.org.uk)**

### **Vocal Midlothian**

30/1 Hardengreen Estate, Dalhousie Road, Dalkeith EH22 3NX

**Telephone: 0131 663 6869**

**Email: [midlothian@vocal.org.uk](mailto:midlothian@vocal.org.uk)**

## West Lothian

### **Carers of West Lothian**

Sycamore House, Quarrywood Court, Livingston Village  
Livingston EH54 6AX

**Telephone: 01506 448 000**

**E-mail: [office@carers-westlothian.com](mailto:office@carers-westlothian.com)**

**Web: [www.carers-westlothian.com](http://www.carers-westlothian.com)**

### **Carer Support Worker (hospital based)**

St John's Hospital, Livingston

**Telephone: 01506 448 000**

**E-mail: [carersupportsjh@carers-westlothian.com](mailto:carersupportsjh@carers-westlothian.com)**

### **West Lothian Young Carers Project**

Sycamore House, Quarrywood Court, Livingston Village  
Livingston EH54 6AX

**Telephone: 01506 448 009**

**Email: [wilma@carers-westlothian.com](mailto:wilma@carers-westlothian.com)**

**Website: [www.wl-yc.com](http://www.wl-yc.com)**

## Lothian Councils

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### **City of Edinburgh Council**

#### **Social Work Advice and Complaints Service**

**Telephone: 0131 553 8395**

**Email: [socialwork.complaints@edinburgh.gov.uk](mailto:socialwork.complaints@edinburgh.gov.uk)**

**Post: Level 1:7, Waverley Court, 4 East Market Street  
Edinburgh, EH8 8BG**

### **City of Edinburgh Council - Social Care Direct**

**Telephone: 0131 200 2324**

**Email: [socialcaredirect@edinburgh.gov.uk](mailto:socialcaredirect@edinburgh.gov.uk)**

**Website: [www.edinburgh.gov.uk/](http://www.edinburgh.gov.uk/)**

### **East Lothian Council**

Telephone: 01875 824 309

Email: [communityaccess@eastlothian.gov.uk](mailto:communityaccess@eastlothian.gov.uk)

Website: [www.eastlothian.gov.uk/](http://www.eastlothian.gov.uk/)

### **Midlothian Council**

Telephone: Main switchboard – 0131 271 3900

Social work – 0131 272 3900

Email: [enquiries@midlothian.gov.uk](mailto:enquiries@midlothian.gov.uk)

Website: [www.midlothian.gov.uk/](http://www.midlothian.gov.uk/)

### **West Lothian Council**

Telephone: 01506 280000

Email: [customer.service@westlothian.gov.uk](mailto:customer.service@westlothian.gov.uk)

Website: [www.westlothian.gov.uk/](http://www.westlothian.gov.uk/)

## **National Organisations**

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### **Care Inspectorate**

The Care Inspectorate is the independent scrutiny and improvement body for care services in Scotland. It makes sure that people receive high quality care and that services promote and protect their rights.

Telephone: 0345 600 9527

Website: [www.careinspectorate.com/](http://www.careinspectorate.com/)

### **Care Information Scotland (CIS)**

CIS is a telephone and website service providing information about care services for older people living in Scotland.

Telephone: 0845 600 1001

Website: [www.careinfoscotland.co.uk](http://www.careinfoscotland.co.uk)

### **DirectGov**

This website provides a wide range of resources about caring, including information on finances, assessments, employment and services.

Website: [www.direct.gov.uk/en/CaringForSomeone](http://www.direct.gov.uk/en/CaringForSomeone)

## **NHS Inform**

This is a national health information service. It runs a helpline and web based resource containing a wide range of health and carer information in various languages.

**To contact the helpline phone 0800 22 44 88 (8am to 10pm, 7 days)**

**Website: [www.nhsinform.co.uk](http://www.nhsinform.co.uk)**

## **Patient's Advice and Support Service**

**Telephone: Dalkeith 0131 660 1636**

**Edinburgh Central 0131 558 3681 (appointments)  
0131 557 1500 (advice)**

**Gorgie and Dalry 0131 474 8081 (appointments)  
0131 474 8080 (advice)**

**Haddington 01620 824 471**

**Leith 0131 554 8144**

**Musselburgh 0131 653 2748**

**Penicuik 01968 675 259**

**Pilton 0131 332 9434**

**Portobello 0131 669 9503 (appointments)  
0131 669 7138 (advice)**

**West Lothian 01506 432 977 (advice)  
01506 431061 (appointments)**

**Website: [www.patientadvicescotland.org.uk](http://www.patientadvicescotland.org.uk)**

## **Power of Attorney or Guardianship**

Information can be found from the Office of the Public Guardian

Address: The Office of the Public Guardian, Hadrian House,  
Callendar Business Park, Callendar Road, Falkirk FK1 1XR

**Website: [www.publicguardian-scotland.gov.uk/index.asp](http://www.publicguardian-scotland.gov.uk/index.asp)**

**Telephone: 01324 678300**

**Email: <mailto:opg@scotcourts.gov.uk>**

**Opening Hours: 9.00am to 5.00pm Monday to Friday**

## **Scottish Helpline for Older People (SHOP)**

The Scottish Helpline for Older People provides a telephone helpline and website provides information for older people and their carers, families and friends across Scotland.

**Telephone: 0845 125 9732**

**Website: [www.olderpeoplescotland.co.uk](http://www.olderpeoplescotland.co.uk)**

## **Scottish Independent Advocacy Alliance**

Helps people express their needs and make their own decisions. London House, 20-22 East London Street, Edinburgh EH7 4BQ

**Telephone: 0131 556 6443**

**Email: [enquiry@siaa.org.uk](mailto:enquiry@siaa.org.uk)**

**Website: [www.siaa.org.uk](http://www.siaa.org.uk)**

## **National Charities**

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Many other disease specific charities may also be able to offer support and advice.

### **Age Concern**

Causewayside House

160 Causewayside

Edinburgh

EH9 1PR

**Email: [info@agescotland.org.uk](mailto:info@agescotland.org.uk)**

**Website: <http://www.ageuk.org.uk/scotland/>**

**Telephone: 0800 4 70 80 90 (For information, advice and friendship, all day, every day.)**

### **Alzheimer's' Scotland Alzheimer Scotland**

22 Drumsheugh Gardens

Edinburgh

EH3 7RN

**Telephone: 0131 243 1453**

**Email: [info@alzscot.org](mailto:info@alzscot.org)**

**Website: <http://www.alzscot.org/>**

## **Chest Heart and Stroke**

Chest Heart & Stroke Scotland Head Office  
Third Floor Rosebery House  
9 Haymarket Terrace  
Edinburgh EH12 5EZ

**Telephone: 0131 225 6963**

**Fax: 0131 220 6313**

**Email: [admin@chss.org.uk](mailto:admin@chss.org.uk)**

**Website: <http://www.chss.org.uk/>**

