

## **Hospital Discharge Consultation for Older Adults**

**October 2014**

### **CLCH Response**

Thank you for sending us the Hospital Discharge Consultation including our services at Finchley Memorial and Edgware hospitals. We appreciate the time that your team have dedicated to this, and it is very useful to have this feedback which helps us to learn about the experience of those using our services, and how we can improve on this.

Though a relatively small number of our patients were surveyed, there are some themes which we will focus on. This report is timely, as we are currently reviewing our discharge policies and procedures. We have responsibility for ensuring that discharge processes are as efficient and effective as possible in order to maintain patient safety, provide the best patient journey and experience in addition to maximising patient flow.

Through our discharge process, we aim to provide a consistent approach to the discharge of patients. The intended outcome is to enable a timely, safe and effective discharge process through the multi professional team working in partnership with the patient, their family members and other stakeholders whilst maintaining the maximum level of independence for the person. Through effective and robust discharge planning, we would aim to achieve the following outcomes;

- The person and where relevant, their family / carers are engaged from admission in planning of discharge
- The person and where relevant, their family / carers are enabled to make informed choices and decisions about a discharge destination
- A safe, timely and effective discharge process is planned between the patient and the multi-professional team to ensure that any services and support are in place at the point of discharge including medication, equipment and transport for discharge.
- The patient and where relevant, their family and carers are supported and educated to provide the persons ongoing care needs, and know who to contact if they have any concerns

From your report, it is clear that we do not always achieve this consistency in our discharge planning, and there is more that we need to do in ensuring that patients and family members are fully engaged in the process, are provided with information and choices, and are supported following their discharge. These points are aligned to the recommendations within your report.

To enable us to focus on continuing improvement, we aim to audit our discharge processes annually, and identify actions from this to strengthen our processes.

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