

Going home from hospital

Information for Patients

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Your journey through the discharge lounge

The discharge lounge aims to provide a comfortable and welcoming environment for you while you wait to leave hospital. The nursing team will continue to look after you throughout your stay with us. We will keep you updated about your discharge plan.

There are two discharge lounges, one based at Glenfield Hospital and the other at Leicester Royal Infirmary.

| Glenfield Hospital | Leicester Royal Infirmary |
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| <p>Ward Manager: Sarah Shenton Matron: Denise Burton Telephone: 0116 250 2717</p> <p>Opening times: Monday to Friday - 9am to 8pm (weekends and bank holidays will be subject to demand)</p> | <p>Ward Manager: Vijaya Dookhee Matron: Louise Moran Telephone: 0116 204 7869</p> <p>Opening times: Monday to Sunday - 7.30am to 8pm</p> |

Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

What do you provide in the discharge lounge?

- A nurse led environment, with qualified and experienced nurses, health care assistants and other key staff within the team.
- Medication administration and advice.
- Health promotion advice.
- Male and female toilets and disabled facilities.
- Blood glucose monitoring for diabetic patients.
- Liaison with district nurses, social services and care agencies.
- Provision of refreshments such as hot drinks and light snacks.
A hot meal and soup can be provided at Leicester Royal Infirmary according to your needs.
- Glenfield Hospital discharge lounge also offer a 'posh tea round and cake' at 3pm every day.
- Shared television, radio and phone.
- Activity packs for patients to use whilst in the discharge lounge.
- Clothing bank for the whole hospital, for patients in need of clothes on discharge.

What is the process for discharge?

- A member of staff will collect you from the ward and bring you to the discharge lounge.
- Medications will be locked away for safe keeping until discharge.
- A doctor will write your discharge letter and list medications you need to take at home. Once written, this letter will be submitted to pharmacy.
- The pharmacist will check the discharge letter, authorise any medications needed, and book it in to be dispensed.
- When ready, your medications will be collected from pharmacy by our staff, and brought to the discharge lounge to be checked.
- Qualified nurses will prioritise the checking of letters and medications in the order that they are dispensed, and discuss these with you.
- Relatives will be kept informed of your discharge process.
- When you leave the discharge lounge, please let a member of staff know if you need assistance.

How long will I be in the discharge lounge for?

The discharge process may be at different stages when you arrive in the lounge and this may affect your waiting time.

Staff will try to keep you informed and follow up any issues.

The preparation of medication can take several hours. Dosette boxes (plastic boxes with small compartments that clearly show which pills need to be taken at what time of day) will take longer.

Transport home

You are expected to organise your own transport home from hospital.

Ambulances can only be arranged in exceptional circumstances and if certain criteria are met. Transport by ambulance may extend your waiting time further due to their high demand.

Discharge lounge checklist

Please consider the following when preparing for your discharge:

- Am I medically fit for discharge?
- Have care/ social care arrangements been finalised?
- Do I have suitable clothing to travel in?
- Have I arranged transport? Do I have money for a taxi?
- Do I have access to my home/ keys/ key safe number?
- Do I need a sick note before leaving the ward?
- Do I have my discharge letter and medication?

Patient experience

We will ask you to complete a questionnaire if you haven't completed one on the ward.
Your comments about your care and the services we provide are very important to us.
This feedback will help us to make improvements quickly and effectively.

The discharge lounge team at Glenfield Hospital won an award in the “We are one team and we are best when we work together” category at the Caring at its best Awards 2018.



اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
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