



**Southport and
Ormskirk Hospital**
NHS Trust



**Information about your stay in
hospital and what will happen
when you leave**

Directory of support services

Welcome to Southport and Ormskirk Hospital NHS Trust

You are here because you need treatment that can only be provided in a hospital. We want to help you, get well enough so that you can go home and get back to your life as soon as possible.

- Staying in hospital can be strange and confusing for you and your family and friends, we want to help you go home as soon as you are well enough to continue your recovery outside hospital.
- We will help you stay as active as possible so you can go home as soon as it is medically right for you.
- We will encourage you to get up and dressed each day, we will support you to follow your normal routines if you are able, such as washing independently and staying in touch with relatives and friends.
- For older patients it is really important to stay active as research has found that for every ten days of bed rest in hospital, patients aged over 80 suffer the equivalent of ten years of muscle ageing. This can make a big difference in how independent you are after leaving hospital.

Did you know?



- Getting out of your nightclothes and into normal clothes can help you to start feeling better.
- Try to stay mobile if you can – it can help your recovery – make sure your care team know you want to get up and out of bed so they can support you.
- Not smoking whilst in hospital can help you recover faster – nicotine replacement therapy (NRT) can help and is available free of charge speak to someone in your Care Team to get help to stop smoking.



What happens now

There will be a lot of different people involved in your care, doctors, nurses and therapists – they will be your care team. Together they will help you get better and talk to you and your relatives, carer or friend about when you can go home.

Hopefully you will be able to go straight home, or it may be that you need more care, or further assessment in another hospital, or place closer to home.

This could be with another NHS or social care provider, we will work together so you have the care and support you need.

During your stay, we may move you to a different ward either at Southport or Ormskirk hospital – this is to give you the right care for your needs.

It's really important that you talk to your relatives, carer or friend and your Care Team about what you need for when you leave hospital.

Don't be afraid to ask what's happening – the teams looking after you, know how important it is that we help you get home. Make sure you let us know of any support you already have – like equipment or carers.

We will talk to you and your relative, carer or friend to plan your discharge. If you are unable to make your own decisions and do not have anyone to help you, we can arrange for an independent representative (patient advocate) to support you in discussions about your care.

To protect you, staff and the community, patient visiting at Southport and Ormskirk hospitals has been restricted since 2 October 2020.

Visitors can be arranged for patients who are at the end of their life, having a baby or under the age of 16.

Please talk to your Care Team as relatives or carers can call the ward for an update on how you are after 2pm. You can get help with video calls, if you don't have a mobile phone or tablet computer.

Relatives, carers and friends can call you at any time if you have a mobile or tablet computer, this is a good way of keeping active and staying in contact with people. Visiting information is on our website

www.southportandormskirk.nhs.uk

Leaving hospital

Your discharge will be organised by your care team. Your recovery is important and we will give you letters, medication, equipment to help so that you can stay well and also so your GP knows that you are home.



Should you have any questions, queries or issues regarding your discharge please speak to a member of your care team, they will be happy to support and explain anything to you.

If you would like us to make contact with your family, friend or carer, a member of your care team can do that for you.

What you can do

As discharges can often be arranged in a matter of hours, you and your relative, friend or carers will need to think about;

- how you will get home,
- how you will get in to your home, do you have your keys,
- do you have suitable clothes and footwear to go home in
- Is there food and will your home be warm for you.
- If you have a medical condition it may be that we will arrange your transport home by Ambulance.

What we will do

- You may require more support in the first few weeks such as equipment or therapy and we will help arrange this.
- On the day of your discharge, you may be moved to a seating area or to our discharge lounge, where you will be looked after until you leave hospital.
- We want to get you home as early as possible, so you have time to settle in at home or in a care setting.
- You will be provided with up to 7 days of medication and one of our team will discuss how to take your medication and any possible side effects.

- If you have any questions, when you are at home please contact the ward, your local pharmacy or your GP for more information.
- Your GP will continue your care once you have been discharged from hospital. You may need to come back to hospital for a follow up appointment but this will be discussed with you before you leave.
- If you are unsure about anything in the days after leaving hospital you can contact the ward for advice. You can also contact your GP, or NHS 111. If you need urgent care NHS 111 First can offer you access to the care you need, if you are an Adult this can include a timed slot to attend A&E in Southport so that you are treated in the right place, right time, first time.

If you feel very unwell you should call 999 or attend A&E. Southport for adults or Ormskirk if you are aged under 16.

If you have any concerns about your discharge, please call Monday to Friday from 9am to 5pm and ask to be put through to the ward you stayed on so they can help you.

For Southport call **01704 547471** and for Ormskirk call **01695 577111**.

If you prefer you can email
soh-tr.dischargeconcerns@nhs.net

If you would like to leave a compliment or make a complaint, please call the Patient Advice and Liaison Service on **01704 704703** or email soh-tr.pals@nhs.net



HM Government

Your hospital discharge: going home



This leaflet explains why you are being discharged from hospital and what you might expect after your discharge.

Why am I being discharged from hospital?

You are being discharged as your health team have agreed that you are now able to return home.

Why can't I stay in hospital?

It is important that our hospitals are able to look after people that need hospital care. Due to this, once you no longer need care in hospital, as decided by the health

www.nhs.uk



team looking after you, you will be discharged. It is always our priority to discharge you to the best possible place to support your recovery.

You will not be able to remain in hospital if you choose not to accept the care that is being offered to you.

What can I expect?

Your health team will discuss discharge and transport arrangements with you (and a family member, friend or carer if you wish). If you require care and support when you get home this will be arranged.

If you need more care now than when you came into hospital, this additional care will be provided free of charge for up to six weeks to support your recovery. After this time you may be required to contribute towards the cost of your care.

Who can I contact?

After you have been discharged, if you have any concerns or need to speak to someone about your care, you can contact **01704 704703**.



HM Government

Your hospital discharge: another place of care



This leaflet explains why you are being discharged from hospital and what you might expect after your discharge.

Why am I being discharged from hospital?

You are being discharged as your health team have agreed that you are now able to continue your recovery in another care setting, outside of hospital.

Why can't I stay in hospital?

It is important that our hospitals are able to look after people that need hospital care. Due to this, once you no longer need care in hospital, as decided by the health

www.nhs.uk



team looking after you, you will be discharged. It is always our priority to discharge you to the best possible place to support your recovery. You will not be able to remain in hospital if you choose not to accept the care that is being offered to you.

What can I expect?

Your discharge and transport arrangements will be discussed with you (and a family member or carer if you wish) and you will be discharged with care and support you need to a bed in the community.

If you need more care now than when you came into hospital, this additional care will be provided free of charge for up to six weeks to support your recovery. After this time you may be required to contribute towards the cost of your care.

It is possible that you may be moved more than once after your discharge. This is because we will be trying to find the best place for your ongoing care. Your health team are here to answer any questions you might have.

Who can I contact?

After you have been discharged, if you have any concerns or need to speak to someone about your care, you can contact **01704 704703**.

Things you need when you leave hospital

Discharge Summary

You should have your discharge summary, this details the care you have received in hospital. Your GP will be sent a copy so they can continue to care for you when you go home. If you are going to a care or residential home they will also receive a copy. Someone from your care team will complete this and provide you with a copy.

The discharge summary may have instructions about your care in the next few days to help you recover so it is important anyone caring or supporting you has this information.

Medication

If you need medication to go home, you should have 7 day supply and someone from your care team should explain how and when to take them. If you need something changing for example tablets to liquid you should ask about this before you are discharged from hospital.

Clinical supplies

If you need other clinical supplies like bandages, continence pads, or nutritional feeds you should also have up to 7 days supply and someone from your Care Team will explain how and when to use them. A referral will be made to support your continuing care at home, to your GP or District Nursing Team in the community.

Care plan or package of care

If you are going home but may need extra support a referral to social care or community health care providers will be

made. This will be your care plan or package of care (POC). Someone from your care or therapy team will have completed a Trusted Assessor document or a Home First assessment to help decide what you need. Your local authority will organise additional care, you may need to pay towards the costs. More information is available from www.sefton.gov.uk or www.lancashire.gov.uk

Equipment

If you need equipment to support you at home like a walking stick or a wheeled walker to help keep you mobile, the Therapy team will arrange this prior to discharge. Some equipment will be delivered when you are at home.

If you live in **Sefton** equipment and aids are provided by your local authority, your therapy team will discuss what you need with Sefton Community Equipment Stores, unused and or unwanted equipment can be returned, contact **0151 288 6208**.

If you live in **West Lancashire** some equipment such as beds can be loaned to you. When you no longer need them these will be collected, you will be given a telephone number to call. Other equipment like walking aids become yours. For more information contact the Acute Therapy team on **01704 704071**.

Personal Belongings

You should have all your personal belongings with you and be dressed with shoes or slippers when you leave the ward. Please ask your relative, carer or friend to contact the ward so you have your clothes ready for when you are discharged. If you are more comfortable travelling in pyjamas or

nightdress you should have a blanket, dressing gown or coat to keep you warm and dry when travelling. Do **not** bring valuable or sentimental items into hospital. If your stay is unplanned, ask a relative to collect and take them home.

If you forget any personal belongings you can arrange to collect them after your discharge from our General Office who will keep them for 28 days after discharge contact **01704 547471**.

Transport

You should know how you are getting home, this can be with a relative, carer or friend collecting you by car or taxi or by ambulance if you have a medical condition. Your care team will discuss this with you when planning your discharge. Your relative, carer or friend should know that you are coming home so that you can get into your home, it is warm and you have enough food and supplies for the next few days.

Patient checklist

You may want to use this checklist so you have everything you need to continue your care at home or in the community. You may not need everything. Ask if you need any help.

Discharge Summary	<input type="checkbox"/>	Transport	<input type="checkbox"/>
7 days medication	<input type="checkbox"/>	Personal Belongings	<input type="checkbox"/>
Community referral	<input type="checkbox"/>	Dressings, nutrition, medical and/or monitoring equipment	<input type="checkbox"/>
Family contacted	<input type="checkbox"/>		
Mobility aids	<input type="checkbox"/>		

Help and support

You can get lots of help and advice about your health at **www.nhs.uk**

There is lots of support and advice about community groups, help and support on the internet.

If you live in Sefton

Sefton council
0345 140 0845

How to Access Help and Support in Sefton.

0808 196 3646

Lines Open Every Day 8:00am - 8:00pm

www.sefton.gov.uk
contact@sefton.gov.uk

NHS volunteer responders
0808 196 3646

Coronavirus
You can register for help and support

www.gov.uk/coronavirus-shielding-support

CVS Sefton
0151 920 0726

Mental health team
01704 383110

Adults safeguarding
0345 1400 845

Children's social
0151 934 3737

If you live in West Lancashire

West Lancashire council
0800 616 667

West Lancs Together a helpline for West Lancashire Residents who need access to support networks

Lines open Monday to Friday
9am - 5pm

www.westlancs.gov.uk/westlancstogether

NHS volunteer responders
0808 196 3646

Coronavirus
You can register for help and support

www.gov.uk/coronavirus-shielding-support

Age UK West Lancashire
0800 678 1602
ageuk.org.uk

Integrated Care Allocation Team West Lancashire
01772 539200

Mental health team
0800 953 0110
West Lancashire Safeguarding
Adults **0300 123 6721**

West Lancashire Social Care
Adults **0300 123 6720**
West Lancashire Social Care
Children **0300 123 6700**

Southport & Ormskirk
Hospital NHS Trust, Patient
Advice and Liaison Service
01704 704703
soh-tr.pals@nhs.net

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages, upon request.

Please contact **01704 704703**
or email **soh-tr.pals@nhs.net**

Useful contact and telephone numbers for your care team

Ward Telephone Number

Therapy Team Telephone Number

01704 704071

Additional Contact Numbers