

TRANSITION FROM HOSPITAL

24 July 2024

PROGRESS UPDATE – HEALTHWATCH DISCHARGE SURVEY

1. Introduction

Healthwatch Sunderland carried out a survey of discharge processes in April 2023, with results shared as part of a report in September 2023. An action plan was developed as a result of the survey and monitored via the Transition from Hospital Group. This is a multi-disciplinary group with both Trust and system partner membership.

Many of the actions were developed and implemented as part of the relaunch of 'Red to Green' in January 2024 as well as incrementally over the last 6 months, in line with the Transition from Hospital business case implementation plan.

The Healthwatch Action Plan is monitored and updated at the monthly Transition from Hospital Group meeting, to ensure progress towards full implementation.

2. Context

Actions complete and implemented, to support discharge:

- Promotion of a 'Home First' approach by the whole MDT and system
- Development and implementation of the Transfer of Care Hub including:
 - Co-location of the whole team on site
 - Discharge facilitators ward aligned to ensure early identification and opening conversations with patients and carers about discharge
 - Daily attendance of the discharge facilitators at board rounds to proactively discuss discharge plans and can then feed back directly with patients, keeping them up to date
- Update of the 'One Step Closer to Home Booklet' to reflect some of the survey feedback. Currently with the printers
- Discharge checklist reintroduced to ensure all discussions and information shared with patients prior to transfer to the discharge lounge
- Recruitment to admin role in TOCH, to contact patients via the lounge 24 hours post discharge, to ensure all is well and as planned. Training with the admin staff currently being delivered
- Business cards with contact numbers for the discharge team have been designed and ordered. These will be given to the patient/carer so they can directly contact the team responsible for planning the discharge, with any questions or queries to help reassure and resolve any worries

- The Ward Manager for both discharge lounges has undertaken customer care training with the whole team, to set her expectations around how she expects patients to be cared for whilst in the lounges.
- Relaunch of Friends & Family within the discharge lounges, to receive continuous feedback around the discharge process.

Work that continues, to support the actions:

- Ongoing discussion with pharmacy colleagues around timeliness of availability of take home meds and discussions with patients around administration.
- Current survey of ward managers regarding the distribution of the 'One Step Closer to Home booklet' and understanding the barriers to giving this out. Issues remain with booklets not being distributed as requested, so need to understand why.

The Nurse Consultant in Care of the Elderly is planning a reaudit in the near future to assess progress with all of the actions that have taken place to date.

We are also planning a discharge conference for STSFT staff related to all things discharge including the process, the law surrounding discharge, MCA and Human Rights Act, role of the SW. We plan to have patient involvement with stories as part of the presentations. We would hope to host the conference before Winter, if time allows.

3. Conclusion/Summary

Progress has been made with all areas of work related to the Transition from Hospital, of which the Healthwatch actions are part.

Accessibility for patients and carers, to the discharge team that is planning for home remains out main focus to ensure involvement of the patient and their carers in discharge planning.

4. Recommendation

Patient Experience Group are asked to review and accept the progress update for the Transition from Hospital.

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Date	July 2024