

About this checklist

This checklist has been designed by Healthwatch Surrey with the aim of helping people 65+ to prepare for leaving hospital.

About Healthwatch Surrey

Healthwatch Surrey is an independent local watchdog that gives the people of Surrey a voice to improve, shape and get the best from health and social care services.

If you would like to share your experience with Healthwatch Surrey, you can contact us:

Tel: 0303 303 0023 (local rate number)

SMS: 07592 787533

Email: enquiries@healthwatchsurrey.co.uk

www.healthwatchsurrey.co.uk

Write to us (free):

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healthwatch
Surrey

Leaving hospital

What do I need to know?



Use this to ask questions and record information to get ready for leaving hospital - for use by patients, friends/family, hospital staff and community health services.

Leaving hospital - what do I need to know?

There are lots of things to consider when getting ready to leave hospital, but sometimes it is difficult to know what these things are.

You and/or your trusted contact can use this guide in conversation with hospital staff during your stay to help you find out more in preparation for leaving hospital.



1. My trusted contact

- Who would I like to be involved in planning my discharge and follow-up care? (e.g. family, friend)

Name:

Relationship to me:

Contact details (e.g. mobile, landline):

.....

2. Leaving hospital

- Where do I hope to be discharged to?

.....

- Who within the hospital will help to arrange my discharge?

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3. My medical information

- Why am I in hospital?

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- When I leave hospital, are there any symptoms I should look out for?

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- What should I do if I notice these?

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- Do I need to come back for appointments? **Yes / No**

- Who will tell me about these?

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- Do I need to see my GP / Practice Nurse? **Yes / No**

- What should I tell them?

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4. My medicines

- Are there any changes to my old medicines?

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- Will I have to take any new medicines?

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- How do I take my medicines?

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- How and when will I be given my medication when I leave?

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- Do I want this to be explained to my trusted contact? **Yes / No**

5. My daily living

- Will I need any adaptations to my home?

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- Who arranges this and when?

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- Will I need any mobility aids?

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- Where do I get these from?

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- How can I stay mobile in hospital?

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- Will I need support at home:

- With looking after myself? **Yes / No**

- With looking after my home? **Yes / No**

- Who can I speak to about this?

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6. Going home

- How will I get home?

- Will someone collect me? **Yes / No**

If yes, who?

- Will the hospital arrange transport?

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- Will the house be warm enough? **Yes / No**

- Have I got a key to get into the house? **Yes / No**

- Will there be food in the house? **Yes / No**
- Who can help me get the house ready for my first days home?
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- Have I got my personal belongings (e.g. dentures, glasses)?
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- Who can help me arrange this?
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- What will I need to take with me?
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.....
- Who can help me pack?
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7. Moving to a care home or community hospital

- Where will I be going?
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.....
- What would help reassure me about where I'm going next (e.g. photographs, a conversation with someone)?
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.....

8. What else do I want to know?

• Q

A

• Q

A

• Q

A

Useful contacts

Age UK Surrey

Age UK Surrey provides a Help at Home Service to help you stay independent at home. For a small fee they can support you with light housework, shopping, running errands and gardening. You choose the support you need and their local team will talk to you about your requirements (short term cover is also available). Age UK Surrey are experts on older people's issues and also provide an impartial, confidential and free Information and Advice Service.

To find out more telephone: **01483 503414**

Email: enquiries@ageuksurrey.org.uk

www.ageuk.org.uk/surrey

Adult Social Care

Surrey County Council provide information and advice about social care in Surrey.

To contact Adult Social Care:

0300 2001005

Email: contactcentre.adults@surreycc.gov.uk