



# Action for Carers HOSPITAL DISCHARGE GUIDE

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**A practical guide to all the support you're entitled to as a carer when the person you care for is being discharged from hospital**





# Using this Guide

**Whether you began caring gradually or your life changed overnight, new caring responsibilities bring new challenges, and you will need support. This is especially true when the person you care for is attending, staying in, and particularly being discharged from, hospital.**

The guide outlines issues you may need to consider and questions you might want to ask, as well as the support that is available, and details of YOUR rights as a carer, especially around hospital discharge.

We hope it helps you ensure that you and the person you care for have as smooth-as-possible hospital experiences.

And don't forget, we're here to help, with hospital matters, or any issues related to being an unpaid carer. Please call us, Action for Carers, on **0303 040 1234** or email **CarerSupport@actionforcarers.org.uk** for information and support.

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## Action for Carers' Support in Surrey Hospitals

### Having the person you care for in hospital can be a difficult and stressful experience.

Our Hospital Advisors are there to help. We have staff at the following hospitals: East Surrey, Epsom, the Royal Surrey County, Frimley Park and St Peter's.

Their role is to identify carers and to support you whilst your loved ones are in hospital.

#### Wide-ranging support

The Advisors work closely with hospital staff to identify carers, and can approach them directly. Often they bridge communication gaps between the carer and the hospital, and offer advice and information, as well as emotional support. They can also signpost you and the person you care for to support from other organisations.

They can help with the discharge process, which can be especially challenging for carers, as well as put you in touch with ACS's Carer Support Advisors, back in the community.



If you need support whilst the person you care for is in hospital or need help with any hospital-related issues then please give us a call so we can put you in touch for support.

**Feel free to contact the Advisors directly (see opposite), or call ACS on 0303 040 1234 or email [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk)**

## Meet the ACS Hospital Carer Support Advisors



### **East Surrey Hospital**

**Stuart Woods**

Mondays and Tuesdays

07989 402781

Stuart.Woods@actionforcarers.org.uk



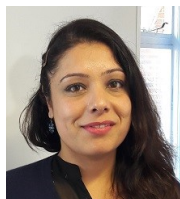
### **Epsom General Hospital**

**Michele Moore**

Mondays, Wednesdays, Fridays

07736 561978

Michele.Moore@actionforcarers.org.uk



### **Royal Surrey County Hospital**

**Seema Kang**

Wednesday, Thursday and Fridays

07850 515458

Seema.Kang@actionforcarers.org.uk

*(Also Surrey County Hospital)*



**Naheeda Majid**

Monday, Tuesday and Wednesdays

07850 515457

Naheeda.majid@actionforcarers.org.uk



### **St Peter's Hospital & Frimley Park**

**Sam Caine**

St Peter's: Tuesday, Wednesday, Thursday

Frimley Park: Fridays

07989 402764 Sam.Caine@actionforcarers.org.uk

## What support does Action for Carers provide?

### **Carer Helpline**

We are here for when you need us.

If it matters to you, it matters to us. Carer Helpline Advisors are here during the week to speak to you and provide information, advice, support, or just to listen.

**Please call us: 0303 040 1234, [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk)**

### **Individual support from a Carer Support Advisor:**

- Support by phone, face to face or online
- Help with filling out forms/paperwork
- Guidance on practical and legal matters, as well as on benefits.
- Emotional support
- Information about local resources and organisations
- Referrals for further support

### **Wellbeing events and training workshops**

Our events are both online and in person across Surrey.

### **Newsletters and emails**

Consent to us sending you our newsletter and regular email to keep you up-to-date with the latest carer news, information and events.

### **Moving and Handling support**

As a carer, your role may include helping someone move about.

We can put you in touch with our Moving and Handling service which provides safe solutions for carers who carry out moving and handling as part of their role.

The team offer information, advice, training and support to help carers prevent potential injury to themselves or the person they care for – adults and children. Whether it's simple tips, or discussing more specialised equipment that will help, our team can advise.

### **Young carer support**

We can refer to our service for carers under 18, Surrey Young Carers.

## Departments involved in discharge

### Who's involved in hospital discharge

The Multidisciplinary Team will be the main team of clinicians involved in the care of the person you are caring for whilst they are in hospital. The Social Care Team and Discharge Teams will be part of the process. They may have different team names in different hospitals.

We have given you some space to keep a note of names of everyone you speak to as this can be confusing due to so many staff making contact with you.

Name of staff	Team	Contact details	What they are doing

## Discharge to Assess

**The new discharge process known as Discharge to Assess' recognises people have different needs once they no longer need care in an acute hospital. Staying longer than necessary is not good for a person's recovery or wellbeing.**

Staff are asked to arrange discharge on the day the doctor agrees they no longer need hospital care. The person cannot stay in hospital if they choose not to accept the care offered to them.

This process identifies four types of patients.

Those who:

1. need minimal help on discharge
2. would benefit from short term support to recover further at home, before assessing their long-term care needs
3. would benefit from short term support to recover further in a residential setting, before assessing their long-term needs
4. are unlikely to benefit from short term support and need ongoing nursing care, most probably in a nursing home.

### **Minimal support on discharge**

Ward staff manage discharge of patients needing only minimal help, for example with transport home or someone to switch on heating. They can provide information on organisations who can help, for a few weeks, with tasks such as shopping.

### **Support to recover further at home or in a residential setting**

The person you care for may have potential for further recovery when their need for hospital care finishes. They may benefit from support to maximise their recovery before staff assess their long-term



## Discharge to Assess

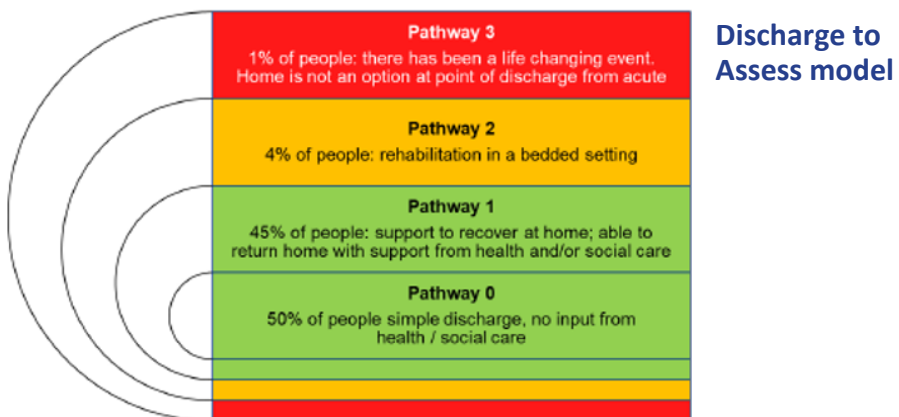
needs. If so, staff will discuss with you and the person you care for what this might mean and appoint a case manager. The case manager arranges to discharge them to a more suitable location, any settle-in support they need, and for a health professional to visit them and you – either on the same or following day – to agree and arrange a short-term recovery and support plan.

If the person you care for's needs are too great to return to their own home, they may be discharged to a residential setting such as a community hospital or care home. Support, over and above what they were receiving prior to their hospital stay, is free of charge for up to four weeks.

Staff are expected to assess their longer-term care needs within this time. If the person you care for is unlikely to benefit from further support Ward staff will discuss their long-term needs with them and you and any other family as appropriate.

If this need for a higher level of care then a care manager will be appointed to arrange discharge to a care home and a full needs assessment, so you and the person you care for can review all the options and move to a long-term care home as soon as possible.

For more information: <https://www.nhs.uk/NHSEngland/keogh-review/Documents/quick-guides/Quick-Guide-discharge-to-access.pdf>



## What steps should happen before discharge?

- ☐ If the person you care for lacks capacity to make decisions about treatment and care and has registered a LPA for health and wellbeing, and you as the carer are an attorney, then staff should fully involve you, so you can make decisions on their behalf. If you are not the registered attorney, staff must make a 'best interests' decision on the person's behalf, and should consult with you as a carer before doing this. Staff should give you information at every step of this process.
- ☐ An assessment on the ward should be carried out to see if the person you care for is medically fit to be discharged from hospital.
- ☐ A discharge assessment should be carried out to see if they need support once discharged from hospital. This may require a visit from the occupation therapist to cared for's home.
- ☐ As a carer you should be asked by one of the clinical team or the discharge team, if you are willing and able to carry on caring for this person. If you are not able to do so then they need to listen to you and adjust the discharge plan with both your and the person you care for's agreement and consent. This is in line with the Care Act 2014 (see page 16).
- ☐ A Carer's Assessment should be carried out by the social worker either from the hospital or a social worker from your local authority team, to see whether you as a carer need support once the person you care for is discharged to their final place of care.
- ☐ A written care and support plan (called a 'Care Plan') should be given to the person you care for, which outlines the support required and how this will be provided.
- ☐ Any extra help is arranged. For example, a visit from the district nurse or paid home help.
- ☐ An Occupational Therapist will carry out a home visit or talk to you about any equipment or adaptations needed.
- ☐ Any equipment is fitted and delivered. For example, a raised toilet seat, chair raisers, hospital bed. Home adaptations are also made. For example, **grab** rails in the bathroom and/or on any stairs.

## Questions you might wish to ask

- Am I registered as the main carer/ next of kin on the hospital records? I need to check:
  - ◆ That Hospital and Social Care have my telephone details
  - ◆ That I am on their records and my details are correct
- When is the review meeting?
- When will I receive a copy of the Care Plan?
- Has the person I care for been assessed by an Occupational Therapist or Physiotherapist?
- Will I be offered a Carer's Assessment as part of the discharge so I can confirm which parts of the caring role I am willing to continue performing or not?
- Does assessment show eligible need for long-term social care support?
- Could the patient recover further, if offered formal support or more rehab?
- I am willing to care at home but do not have the correct equipment or any equipment. Who do I need to talk to?
- What is the Discharge to Assess (D2A) process? (see page 8-9)
- Is the person I care for eligible for the free four weeks paid care worker support?
- If the person I care for needs to go into a care home or nursing home are they eligible for a free week as part of the Discharge to Assess (D2A) process?
- Is the person I care for eligible for Continuing Health Care funding?
- Who is the member of staff who I need to talk to about discharge?
- Will I receive a discharge plan or letter?

## Key stages that must happen before discharge

### As a carer, have you:

- ☐ Been asked if you are able and willing to continue caring?
- ☐ Been offered a Carer's Assessment?
- ☐ Been involved in a discharge meeting?
- ☐ Received a care plan?
- ☐ Know all medication they are now receiving and side effects?
- ☐ Spoken to a member of the discharge team?
- ☐ Know which referrals have been made for post discharge treatment or support and who the contact person is for each referral?
- ☐ Have a date for any equipment to be installed?
- ☐ Have received training for using any equipment?
- ☐ Received a detailed discharge letter?

Other notes...

**Need help or support? Please get in touch.**

Call us on 0303 040 1234

or email [CarerSupport@ActionforCarers.org.uk](mailto:CarerSupport@ActionforCarers.org.uk)

### MEDICATION

### REFERRALS

### EQUIPMENT

### EMERGENCY PLANNING

## Post discharge reminders

### Follow up appointment contact information

Name	Number	Email	Notes

### Completed referrals:

From the hospital

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- 
- 
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- 
- 

### Referrals to discuss with the GP

Any recommended referrals to follow up with the GP

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# What you need to know about the Care Act and why it is important



Care Act  
2014

## The Care Act 2014 – the basics

The Care Act 2014 (which went live in 2015) brings in important change to the responsibilities local authorities have in providing care and support to both adults with needs (the person you care for) and you as the unpaid carer that supports them. For the first time in law, carers have equal rights to support as the person they care for.

Knowing about the Care Act is important to you for two reasons:

1. It helps you get the right support in place for the person you care for.
2. It helps you, as a carer, get the right information, advice and support.

It's all about wellbeing – and that means yours too!

The Act also signifies a shift from thinking about meeting people's care and support needs by offering and fitting them into pre-existing services, to looking at their specific needs and offering more personalised support to meet them.

## What does the Care Act mean for you as a carer?

**It gives significant rights for carers in England including:**

- A focus on promoting carer wellbeing
- A duty on local councils to prevent, reduce and delay need for support, including the needs of carers
- A right to a Carer's Assessment based on the appearance of need
- A right for carers' **eligible needs** to be met
- A duty on local councils to provide information and advice to carers in relation to their caring role and their own needs



- A duty on NHS bodies (NHS England, clinical commissioning groups, NHS trusts and NHS foundation trusts) to co-operate with local authorities in delivering carer support
- Consultation with you, the carer as part of the discharge from hospital process.

## Other helpful legislation and guidance

### The government's guidance on hospital discharge:

<https://www.gov.uk/government/publications/hospital-discharge-service-policy-and-operating-model>

### NHS guidance on hospital discharge:

<https://www.nhs.uk/nhs-services/hospitals/going-into-hospital/being-discharged-from-hospital/>

<https://www.nhs.uk/NHSEngland/keogh-review/Documents/quick-guides/Quick-Guide-discharge-to-access.pdf>

### Guidance from other charities:

Age UK's website ([ageuk.org.uk](http://ageuk.org.uk)) search 'hospital discharge'

[https://www.ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs37\\_hospital\\_discharge\\_fcs.pdf](https://www.ageuk.org.uk/globalassets/age-uk/documents/factsheets/fs37_hospital_discharge_fcs.pdf)

Carers UK's website ([carersuk.org](http://carersuk.org)) search 'Carers experience of hospital discharge' <https://www.carersuk.org/for-professionals/policy/expert-comment?id=6890:carer-s-experiences-of-hospital-discharge-discharge-to-assess-model>

Carers UK's website ([carers.uk.org](http://carers.uk.org)) search 'Coming out of hospital' <https://www.carersuk.org/help-and-advice/practical-support/coming-out-of-hospital>

Carers UK's website ([carers.uk.org](http://carers.uk.org)) search 'Getting Care and support—assessments—entitlements'

## Questions, notes and reminders



# Action for Carers Surrey

We provide information, advice and support for carers of *all* ages, right across Surrey. Our support includes benefits help, advocacy, guidance on moving and handling, workshops, events, support groups, free resources and more — giving carers a little time out and helping them feel less stressed, and more in control.

We also help carers have their say on caring matters in Surrey and nationally. We have specialist support available for young carers, young adult carers (aged 18-24) and people connected to the Armed Forces. We also provide training and support for professionals working with carers.

Find out more at [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)

**THANK YOU to the carers who have contributed to this booklet.** If there is something we should add, or if you've any comments at all, please let us know. Email [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk).

## Action for Carers Surrey

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[www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)



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