

Dear Patient,

Welcome to Sherwood Forest Hospitals. I hope you will get better soon and be assured our teams will do everything they can to deliver excellent treatment to you in the safest possible way.

It may seem a little soon to be talking to you about discharge when you have only just arrived on the ward, but for lots of reasons it is in your best interests not to stay in hospital for any longer than you need to. We want you to have the best recovery possible once medically stable. This means that, as soon as you are well enough, you will be safely discharged from hospital to either your own home or a social care setting (such as a care home), depending on what is more appropriate for your needs.

Following a hospital admission, most people are able to return home without any assistance. Some people will need a care package or adaptations to be made to their home. Others cannot return home and need the level of support that can only be provided by a nursing home, residential home or specialist facility such as a rehabilitation unit. As far as possible we will be guided by your preferences. We will take into account your family situation and other needs and I would like to reassure you that we will never discharge anyone unless they have a safe place to go. This means that sometimes a short-term social care placement (such as a care home) in the local area may be more appropriate for recovery and we will discuss this with you if we think it is required.

We will involve you in all decisions about your care, treatment and discharge, and give you all the information and support you need to make the best decisions for your individual circumstances.

If you have any questions about your care or discharge plan or you are a family member and want to know more about how you can help, please speak to a nurse on your ward or any member of the team caring for you.

Please do not hesitate to ask questions about your discharge plan at any time during your hospital stay. I wish you all the best.

With best wishes,



Richard Mitchell
Chief Executive

What you can expect to happen:

- We will tell you when your treatment is due to end and when you would be considered well enough to leave hospital (this is called an estimated discharge date) – we aim to tell you this within 48 hours of you being admitted and will discuss with you if this changes.
- We will provide you with a named staff member who will support you throughout your time in hospital and make sure that things happen when they are supposed to.
- We will tell you how to access information, advice and support to help you make your discharge decision. This will include helping you to understand your care needs, the process of assessing your needs and the care options available to you.
- With your permission, we will request assessment(s) to find out what needs you have and the services you might need to be safely discharged from hospital. The assessments could be for social care, carers' assessment, home assessment for any adaptations, eligibility for NHS continuing healthcare, etc.
- It may also be necessary to assess how any on-going care will be funded, although in most circumstances to avoid any delay this will be carried out after you have been discharged. It is important to note that whilst NHS care is free to everyone, social care is not. Speak with your named staff member to find out what the time limits is for free care and what this might mean for you.
- If you have no further treatment needs but cannot easily return to home, once you have received information about the discharge choices that are available to you, we request that you make a decision within seven days at most. You may wish to arrange for yourself or a family member to meet with the care providers during this time. We will do our best to help make this possible for you and you will be able to speak with a discharge planned or Social Worker about these decisions.
- If your preferred choice is not available when you are ready for discharge, an alternative option can be arranged for you temporarily. It is not possible for you to wait in this hospital, once you no longer need hospital care. We have a fixed number of beds and must avoid discharge delays to help us admit other patients who urgently need hospital care and avoid delays in their treatment.
- If you wish to make a complaint or appeal against any part of the discharge process then, at any point you can contact the Sherwood Patient Experience Team; telephone: 01623 672222 (King's Mill Hospital) or 01636 685692 (Newark Hospital), or e-mail: sfh-tr.pet@nhs.net for independent help and advice.

Home, Community, Hospital.