

The Ethos for Patient Centred Discharge Planning

The Royal Borough of Windsor and Maidenhead
Adult, Community Services and
Health Overview & Scrutiny Committee
9th November 2010

Patient Centred Approach

- Listening to patients
- Respecting their dignity and privacy
- Recognising individual differences and specific needs
- Enabling patients to make informed choices

Patient Centred Approach

Practitioners working in a patient centred way would be expected to:

- Involve the patient in all decisions about their care
- See the patient as the expert in their own care
- Ensure each patient is informed of, and consents to, information about their needs and circumstances being collected and shared
- Ensure the patient's contribution is not underestimated, however disabled they are or whatever their level of difficulties
- Work together across agencies in the best interests of the patient
- Acknowledge and take account of the impact of a patient's age, gender, living arrangements, personal relationships, lifestyle and culture on their choices and needs

Aims of effective discharge

- To ensure the patient's stay in an acute hospital environment is no longer than necessary
- To ensure a timely and comprehensive care package is offered in a setting that will maximise independence

Multidisciplinary approach

- Patients, carers and families
- Professionals (medical teams / therapists etc)
- Discharge liaison coordinators
- Domiciliary care agencies
- Voluntary agencies
- District Nurses

Setting an estimated discharge date (EDD)

- Patients need to understand how long they will be admitted for
- Helps managing the expectations of patients, carers and other agencies
- Carers can similarly plan and organise their support
- Primary and community support services can be informed and contribute to discharge plan

Discharging home

- Strong evidence for the benefit of early supported discharge in decreasing length of stay in hospital for patients
- Ensure the care plan has been agreed and is ready to start as soon as arrival home
- Adequacy of the care package ideally checked within two weeks to ensure patient not at risk of readmission to hospital

Practical considerations

- Transport
- Medication
- Training on new aids or equipment [safe and effective]
- Nutrition and continence products
- Communication with Primary and Community Care Professionals
- Advice to relatives/carers on times and dates of discharge

Conclusion

- A patient centred care holistic assessment and a well planned discharge not only reassures the patient and their family but can also improve quality of life and optimal independence back in their place of discharge.