

# Criteria-Led Discharge



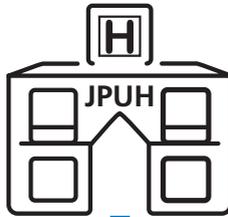
You have been given this leaflet to help you understand a discharge process many hospitals, including the James Paget University Hospital, are following.

Preparing you to leave the hospital when you are medically ready is important to us, and this leaflet is designed to help you understand more about your care and are included in any decision.

Criteria-Led discharge is a process that makes sure your discharge from hospital is not delayed. Your discharge will be dependent on a set of clinical criteria that you must meet before going home, or to another care setting safely.

Your medical care team is made up of different healthcare professionals (Consultant, Doctors, Nurses, Occupational Therapists, and Physiotherapists), who will work with you and discuss your criteria-led discharge.

# Criteria-Led Discharge: the Process



## Start of the Process

Your Doctor will discuss the Criteria-Led Discharge process with you and make sure that you understand it. This gives you an opportunity to ask questions about your care.



## Developing your Criteria

Your criteria will be personal to your medical needs and should be met in order of you to be discharged from hospital. For example: your mobility has been reviewed, your pain is under control following surgery, and your blood pressure is stable.

Your criteria will be documented clearly in your medical records.



## Criteria Monitored

Registered Healthcare Professionals will monitor the agreed criteria.

Once they have been met these will be marked as completed.



## What are the benefits to Criteria-Led Discharge?

- You are involved in the decisions made about your care during your stay in hospital.
- You spend less time in hospital because decisions about your discharge are made earlier.
- Everyone is clear about what needs to happen with your health and care before you can be discharged.
- Being discharged early reduces deconditioning and rebuilds confidence. Whether at home or in a community setting, you are being discharged to the best place to aid your recovery (if needed) in a safe and timely way.

## How will you know you meet the criteria?

Your doctor and healthcare professionals will discuss this with you. However, we do ask patients to ask questions about their own progress. We encourage our patients to take ownership of their own health and wellbeing.

## Will I see a Doctor during my stay?

Yes, you will see your doctor throughout your hospital stay. Criteria-led discharge decisions will be led by your doctor. Your doctor, you and the multidisciplinary team will agree on a set criteria for your discharge. This means that on the day of discharge, you will not need to see a doctor as a healthcare professional will support you on the day you leave the hospital.

Before you leave the hospital please make sure you/your next of kin:

- have arranged transport or discussed this in advance with a healthcare professional;
- have your keys to you property, or someone there to let you in;
- if you live alone, make sure arrangements have been made for food/shopping/heating to make going home less stressful. If you need help at home, make sure you have raised your concerns before the day of discharge;
- understand the plans for your aftercare following discharge (medication, outpatient appointments, and home based support/ community services); and
- know who to contact should you need medical or social care support on discharge

## Patient Advice and Liaison Service (PALS)

Each individual hospital trust has a Patient Advice and Liaison Service and Complaints team. Our PALS team are here to assist patients from the Great Yarmouth and Waveney area, and anyone else who uses services at the James Paget University Hospital or at our other local sites.

The team are dedicated to listening to the views and concerns of our patients, relatives and carers. If you have any comments you wish to make about the hospital's services, please let us know.

The PALS team are available from 9:00 - 17:00, Monday to Friday (excluding public holidays.)

Please phone us on **01493 453240** or email **PALS@jpaget.nhs.uk**  
If the line is busy you may get an answering machine - please leave a message and we will return your call as soon as we can.

If you prefer, you can write to the team:

PALS & Complaints Team, James Paget University Hospitals NHS Foundation Trust, Lowestoft Road, Gorleston, Great Yarmouth, Norfolk NR31 6LA

**Your Feedback** We want your visit to be as comfortable as possible - talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve it, then ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care.

### OUR VALUES

# Proud of the Paget

#### **Collaboration**

We work positively with others to achieve shared aims

#### **Accountability**

We act with professionalism and integrity, delivering what we commit to, embedding learning when things do not go to plan

#### **Respect**

We are anti-discriminatory, treating people fairly and creating a sense of belonging and pride

#### **Empowerment**

We speak out when things don't feel right, we are innovative and make changes to support continuous improvement

#### **Support**

We are compassionate, listen attentively and are kind to ourselves and each other

**Before leaving please complete a Friends and Family Test feedback card.**

Help us transform NHS services and to support patient choice.



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

**For a large print version of this leaflet, contact PALS 01493 453240**

Author: Name and job title here

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