

Joining up for Hospital Discharge

healthwatch
Derbyshire

Joined Up Care
Derbyshire



We are Healthwatch Derbyshire

Healthwatch Derbyshire is your health and social care champion. If you use health or care services in Derbyshire, we want to hear about your experience(s).

We are part of a network of 150 local Healthwatch across the country.

We have the power to make sure NHS and social care leaders listen to your feedback and improve standards of care. We can also help you to find reliable and trustworthy information and advice.

Last year, we supported nearly 1,000 people in Derbyshire to have their say or get the support they needed. Across England, the Healthwatch network helped two million people.

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Joined Up Care Derbyshire Discharge Improvement Team

The partnership between Healthwatch Derbyshire and JUCD has:

- Benefited from support from the Integrated Care System (ICS)
- Improved access to clinical teams working directly with patients
- Using people's feedback we can feed these changes into improvement planning.



What are the aims of working together?



Having the specific role of the Discharge Improvement Lead to collect feedback from patients and caregivers.



Hearing and reporting people's stories helps show how people experience the hospital discharge processes.

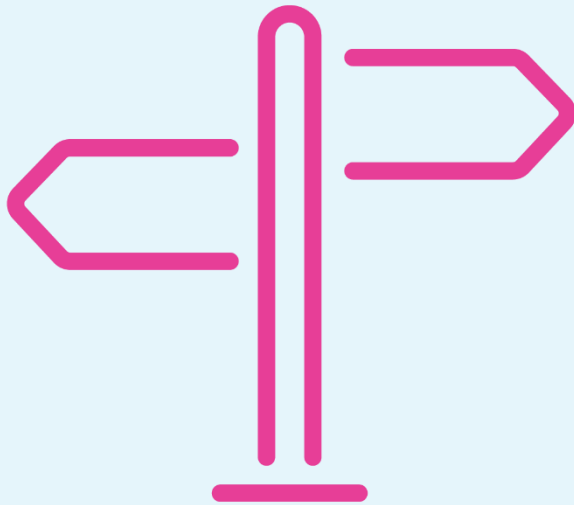


These insights from people's lived experiences are important for making future changes and improvements.

Current position and key activities

Collaborative work across key stakeholders

The Discharge Engagement Lead has worked closely with a range of partners, including:



- Home from Hospital Services
- Derbyshire Carers
- Community hospitals
- Social Care Services
- JUCD engagement and communications teams
- Acute hospitals
- PPGs.

Some of the overall themes people have told us from the feedback and insight we have captured

Communication:

People told us there is a lack of consistent and clear communication around discharge timing, care packages and next steps.

This causes confusion for patients, carers and families.

System complexities and collaboration:

People describe the hospital discharge process as complicated and not coordinated.

There is not enough collaboration with patients, carers and families.

Some of the key themes people have told us about their hospital discharge journey

Avoiding unnecessary transfers:

Patients, especially those with dementia or cognitive impairments, have become frustrated at being moved multiple times between services, which increases their confusion.

Continuity of care:

Patients and families have said they want continuity of care. This means that they do not want to have to repeat information each time a new provider becomes involved in their care journey.

Emergency supplies:

People have told us that access to emergency supplies, particularly incontinence pads and medication, is often a problem.

The Joined-Up Care Derbyshire Discharge Improvement Strategy

Our Plan for Helping People Leave the Hospital

Our goal: “Why not home? Why not today?”



Listening to people's stories

We want to know how people feel about leaving the hospital and learn from their experiences.

Voluntary Sector working

We are working closely with the voluntary sector to support people to go home whenever possible.

Improving community care

We are improving how we find the right care for people after leaving hospital.

Building trust between teams

We want doctors, nurses, and support staff to work together to share ideas and improve the experience of care for patients and families.

Improving the process for people with mental health needs

To leave the hospital as soon as possible with ongoing support as needed.

We believe that after a stay in hospital, no one should go to a permanent care home or nursing home unless the person has been fully assessed as needing this type of long-term care.

We are committed to making sure that people leave the hospital safely when ready. If someone needs extra support to continue recovering, we will provide this quickly and make sure it is the best choice for the person.

Working together we are helping as many people as possible to go back to the place they call home after a hospital stay. This is part of a national plan called Home First. We are working together to make sure all our information is clear and accurate.



The Derbyshire
VCSE sector
Alliance



Derby City Council



DERBYSHIRE
County Council

Version 1.0

The Discharge from Hospital Pathways:

We use the word Pathway to describe the different ways people can leave hospital.

“I can go back to the place I call home”

Pathway 0 – this means I am leaving the Hospital and don't need any new help with my health or daily care.

“I can go home but need short-term help to get back on my feet”

Pathway 1 – this means I need some new or extra support for my health or daily needs, and this will be assessed once I return to the place, I call home.

The Discharge from Hospital Pathways Continued:

“I need a community support bed to help me recover”

Pathway 2 – this means I will stay in a community bed because I need extra health or care support to continue recovering that can't be managed at the place I call home.

I will be helped to regain my independence so I can go back to the place I call home as soon as possible.

“I may need full-time care in a residential home or nursing home”

Pathway 3 – this means I will go to a nursing home or residential home where my needs will be assessed.

The goal is to help me return to the place I call home if possible.

Turning Feedback and Insight into Improvements

Learning from Feedback:

There's an opportunity to use feedback to inform training and service improvements, with good practices widely shared.

Improving choice and independence:

By empowering patients to remain independent, take ownership of the discharge process and their choices.

Personalised Information and Support:

Through the provision of clear communication, setting realistic expectations and giving patients, carers and families the information and support they need to navigate the system.

Healthwatch and Public Engagement

Joining up for Hospital Discharge event

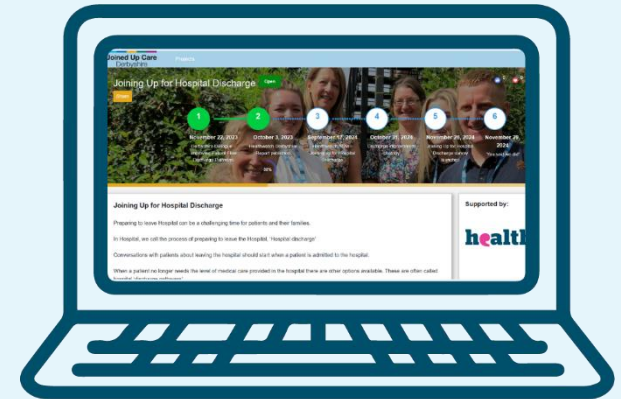
This event showed the commitment to improving the hospital discharge process in Derbyshire.



Healthwatch and Public Engagement

JUCD Derbyshire Involvement & Engagement Tile

- We have developed a project tile on the Derbyshire Involvement website
- This tile shows the progress of the project, and all the different events taking place
- It is a place where we can encourage people to give us their feedback on hospital discharge
- The tile is also a great way to showcase the improvements we've made and will continue to make.
- To view the tile, scan the QR code or visit:
derbyshireinvolvement.co.uk/joining-up-for-hospital-discharge



Sharing information and 'shining a light' on improvements

How can
YOU help?



For more information

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