

DISCHARGE LOUNGE OPERATIONAL GUIDELINES

March 2014 Perfect Week Discharge Lounge Pilot
Monday 24th March 2014- Friday 4th April 2014

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1	Brendan McDermott	December 2012	
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Introduction

The objectives for the discharge lounge are to:

- Enhance the quality of the patient journey by providing a safe and comfortable environment for patients to wait for medications, transport or family members.
- Free up inpatient beds as early as possible
- Assist the Trust in meeting local and government targets. Key local targets include:
 - 25% of discharges by 10am
 - 50% of discharges by 12noon
 - 75% of discharges by 2pm
 - 100% of discharges by 4pm

1. Location

The Discharge Lounge is located on the ground floor of Atkinson Morley Wing within the Neuro Outpatients department.

2. Contact Telephone Numbers

Discharge Lounge	0208 725 5099/ 3707 (operational from Monday 24 th March).
Bleep	7353
Mobile	07789934249

3. Appropriate usage

Upon Admission

From the point a patient is admitted we should be planning their discharge. The patient should be assessed for suitability for the discharge lounge. The patient should also be encouraged to use the discharge lounge.

Admission Criteria for Patients Transferred to the Discharge Lounge

Patients should be transferred to the lounge on the day of discharge if they are waiting for:

- Hospital transport
- Collection by relatives or carers
- TTOs to be dispensed
- Intermediate care
- Transfer to Residential and Nursing Homes
- Accessing Rapid Response Services from the Emergency Department

As a general principle, all adult patients are welcome to use the discharge lounge. However at the present time the discharge lounge is unable to accept patients who need to be in a bed, patients who require complex nursing attention prior to discharge or patients who are incontinent. Consideration should be given to whether patients with dementia should be transferred to the discharge lounge.

The medical and nursing team responsible for the patients' care is responsible for deciding whether a patient should be transferred to the Discharge Lounge.

On the Day of Discharge

Inpatient beds should be vacated as early as possible on the day of discharge and transfer to the lounge should be an integral part of the patient pathway. Ward nurses are responsible for ensuring that lounge utilisation is optimal and that beds are released as early as possible,

What Needs to Happen before Transferring to the Discharge Lounge?

A patient is ready to go to the Discharge Lounge when:

- The Discharge Criteria set by the medical team have been met and either the Medical Team or Nurse Discharge Co-ordinator or Ward Manager for nurse-led discharges has approved the discharge.
- The eTTOs have been written up and communicated to the ward specific pharmacist.
- Any transport required has been booked and a family member has agreed that the patient will be collected.

- Any confirmation required from any external third party in relation to the patients' on-going care post discharge has been received by the Ward, e.g. follow up appointment booked, OP investigations arranged, Social Services.
- Complete discharge checklist
- The Merlin Discharge Summary has been completed.

4. Opening times

The working hours of the discharge lounge are 09.00 – 21.30 Monday 24th March to Friday 4th April. Patients cannot be transferred to the discharge lounge after 8pm.

Outside of these times the Discharge Lounge will be locked.

5. Pre-Booking Patients for Discharge Lounge

Wards must ensure that they notify the Discharge Lounge that they will be sending a patient in advance to check the availability of capacity.

A White Board showing “bookings” will to be displayed in the area and can be updated by the staff showing what slots are available for teams to access the Discharge Lounge.

6. Transport from Ward to Discharge Lounge

If discharge lounge staff are available they will assist with retrieving and the transfer of the patient. Otherwise all wards need to organise their own porter to transfer the patient to and from the Discharge Lounge. Once a patient has been identified as needing to go to the Discharge Lounge the nursing teams have the responsibility for that patient to be transferred to the Discharge Lounge in the safest and most convenient way possible for that patient.

Once a patient is ready to be discharged from a ward, it is expected that a member of the nursing staff from that ward would accompany the patient to the Discharge Lounge. The patient would either be transferred in a bed, chair or walking, whichever is most appropriate. However the discharge lounge can only accept patients who are able to sit in a chair.

7. In the Event a Patient Becomes Unwell

Should any problems occur whilst the patient is in the discharge lounge during in- hours (9:00- 17:00) the clinical team that patient was caring for that patient continues to be responsible for the care of that patient. After hours (17.00 onwards) the on-call team has responsibility for assessing and reviewing the patient. If a patient is waiting to go home

in the Discharge Lounge having been discharged from the AMU, the responsibility of care remains with the admitting consultant.

If the patient requires readmission, the relevant bed manager should be contacted on their bleep:

Medicine: bleep 6007

Surgery: bleep 6447

8. Medical cross cover arrangements

If a patient's consultant is on leave it must be clear which consultant resumes responsibility for the patients' care i.e. as per current arrangement for consultant leave.

9. In the event of a cardiac arrest

In the event of a cardiac arrest please call **2222**

The resus trolley is shared with neuro out-patients and is available at the reception.

10. Documentation

All patients attending the Discharge Lounge must be accompanied by their medical notes. Medical notes of patients being discharged from the Discharge Lounge will be tracked by the staff and placed with other notes awaiting collection.

11. Pharmacy arrangements

As a general rule the patients TTO's should have been written up and passed to the ward pharmacist before the patient transfers to the discharge lounge. In some instances it will be appropriate to transfer a patient to the discharge lounge when TTOs are not prescribed. If this happens:

- The discharging medical team will need to attend the discharge lounge and complete the prescription.
- The Discharge Lounge team will need to contact the Rapid Discharge Pharmacist on bleep 7428.

The Pharmacy Discharge bleep will be carried during the opening hours of the Discharge Lounge

Patients should not be sent to the discharge lounge with incomplete TTOs. All PODs (patient own drugs) **must remain on the ward** until the TTO is complete and checked by 2 nurses. ONLY then should medication be delivered to the discharge lounge (by nurse/ health care assistant/ pharmacy staff).

Any other queries should be referred to the ward specific pharmacist on their usual bleep numbers.

12. Catering and drinks for patients in Discharge Lounge

Snack boxes will be available in the discharge lounge and can be ordered on ext 4000 or out of hours from the porters lodge on ext 2134. Tea and coffee making facilities will also be available. For any additional catering requests please contact the MITIE helpdesk on ext. 4000.

13. Transport for patients leaving the Discharge Lounge

Patients Waiting for Relatives

- Please direct families to the visitor's car park and then ask them to follow the signs to Atkinson Morley Wing.
- The receptionist will direct to the discharge lounge.

Instructions for Booking Patient Transport

- The booking on CLERIC should be from the ward
- G4S will need to know that the patient is in the discharge lounge. Please ensure that you enter the patient location in the '*Journey Notes*'.
- When booking ready, verbally tell control that the patient is or will be in the discharge lounge.

Patient Getting Taxis

- The Trust uses Greyhound Cars. The contact number for cash requests is 020 8696 5360.

Appendix One (page 8) summarises some pointers on the discharge lounge.

14. Linen

The discharge lounge is not able to take patients in beds. Therefore it is anticipated that the linen requirement will be low. In the event that additional linen is needed it will be taken by the dedicated Discharge Lounge nursing staff from local wards. Alternatively contact facilities on extension 1234.

15. Cleaning

Cleaning will occur daily, in accordance with Trust requirements for clinical areas. Should there be any addition ad-hoc cleaning required, in hours please contact ext 4444, after 6pm ext 4438.



The perfect week: booking patient transport

Does your patient need transport?

The first thing to do is to ensure your patient requires and is eligible for patient transport.

- Can they travel home with family or friends?
- Are they able to manage a taxi or public transport?
- If all other avenues have been exhausted and the patient does require patient transport then book transport on the web booking system in the usual way.

Discharge

To ensure the ambulance crews can collect your patient as promptly as possible please look to utilise the discharge lounge that will be in operation during the perfect week. This will free up your bed earlier and enable the ambulance drivers to collect all their patients from one area, minimising wasted time and increasing their efficiency to load patients promptly onto their ambulance for their homeward journey.

If your patient is heading to the discharge lounge is it imperative that this is added to the transport web booking. Please open the 'notes' box on the web booking and enter 'In Discharge lounge' in the comments box. Click 'OK' to save the notes. This will ensure that the ambulance crew collect your patient from the discharge lounge and don't arrive on your ward.

Keep in touch

If anything changes, you need to amend a booking or need advice please call extension 6218 where one of the transport team will be more than happy to assist you with your query.

Many thanks

The G4S Patient Transport Team – St Georges