

At peak operational times if all the chairs and beds are full, we may need to delay transfers but this will be the exception and we ask for your patience.

Porters are sent to collect the patient, who will then be transported via chair or bed with their belongings.

We ask ward staff to undertake the following tasks before a patient is collected by the porters:

- Inform patients and relatives of transfer to the Discharge Lounge and discuss its facilities
- Remove any inpatient or own patient medication (unless on the TTO list) before transfer
- Send a sheet of labels with the patient
- Provide the patient with a copy of the Discharge Lounge patient leaflet ([www.uhb.nhs.uk/Downloads/pdf/PiDischargeLounge.pdf](http://www.uhb.nhs.uk/Downloads/pdf/PiDischargeLounge.pdf))
- Patients from ED must have a copy of their paperwork including casualty card sent to the Discharge Lounge
- If transport is requested ensure that the patient is entitled to it and mention the two hour waiting time
- If the patient requires continence wear (pads etc.) please send a supply with the patient

### Environment and facilities

The Discharge Lounge has a large area with comfortable chairs and refreshment facilities for seated patients. There is one isolation room to house a patient with an infection and six bed spaces split into one four-bedded area and one two-bedded area. The Discharge Lounge is still subject to single sex rules for bedded patients within the six available spaces. Once patients have arrived at the Lounge they can make use of the following facilities:

- Drinks and snacks including fresh fruit and bottled water
- Hot meals including a hot breakfast provision
- Selection of daily newspapers/magazines and books
- Television and radio

### Care offered

Whilst in the Lounge staff can offer the following:

- Administration of last dose IV antibiotics
- Administration of lunchtime insulin followed by a hot meal
- Administration of nebulisers pre-discharge
- Simple dressing change
- Continuing patient-centred care until discharge
- Counselling on medication to take home
- Booking non-emergency patient transport

If a patient has a relative or friend coming to collect them, visitors have access to a free pick up point for 20 minutes outside East Block Day Unit, removing the difficulty of finding a parking space, or waiting outside the busy main entrance of QEHB.

### What do patients say?

“Very pleasant area in which to wait, light, airy, sunny and comfortable. Excellent refreshments.”

“Discharge staff went through and medication with me and also explained that my GP would be notified. Helpful and friendly staff.”

### What do QEHB ward staff say?

“Discharge Lounge staff add the finishing touches to your patient’s QEHB experience. They provide education on TTOs, arrange transport, liaise with relatives and even make your patient a cup of tea! ”

“Staff in the Discharge Lounge make patients’ last few hours at QEHB as stress-free as possible. Feedback from patients shows they have a really good experience before going home as it’s a lovely calm environment.”

“By sending patient to the Discharge Lounge, you are doing the right thing and helping those acutely unwell patients in the ED and CDU get to the right ward a lot quicker.”



## Staff information: The Discharge Lounge

## Location

The Discharge Lounge is located next to the East Block Day Unit on the lower ground floor of the Heritage Building, Queen Elizabeth Hospital.

## Operating hours

The Discharge Lounge is open Monday to Friday to take patients between the hours of 08.00 - 20.00. The last time we can accept handovers for patients requiring non-emergency patient transport or blister packs is 17.00. However, patients who are being collected by relatives/friends or going home in a taxi can still be transferred after this time. Please speak to the Senior Sister for more information – contact details below.

## Contact details

You can contact the Discharge Lounge nursing staff between the hours of 08:00–20:00 Monday–Friday on ext. 12599 or 12598. These are portable handsets.

Further queries can be discussed with Lesley Golby, Senior Sister, on ext. 3910/3911, Clare Gadd, Matron, Ambulatory Care, on ext. 13114 or Richard Smith, Group Manager for Ambulatory Care, on ext. 12775.

## Staffing

The Lounge is staffed by qualified nurses, a healthcare assistant, two porters and a medicines management technician (MMT). The MMT will counsel patients on their TTOs prior to them leaving.

## Patient criteria

All patients can be transferred to the Discharge Lounge with the following exceptions:

- End of life patients
- Newly established altered airways
- Very confused with a tendency to wander (unless accompanied by a 1-2-1 specialising nurse from the sending ward or recognised carer)

We can accommodate a wide range of patients including patients with established altered airways and non-invasive ventilation (NIPPV) where the patient is independent and self-caring with these.

Patients with established PEG tubes can also be accommodated. The ward will need to provide any feed/flushes that may be due so that they can be administered.

We aim to be flexible in our service provision, so the criteria are designed in such a way as not to be an exhaustive list, as each patient will be assessed on an individual basis in line with the capacity of the Discharge Lounge at the time.

The Discharge Lounge will be willing to cohort if wards have two or more patients that they wish to send, as long as the ward can also send a member of staff to provide 1-2-1 care until discharge.

We will accept patients for transfer to Moseley Hall and West Heath Hospitals. Other interhospital transfers need to be discussed on a case-by-case basis.

Discharge Lounge staff do not refuse patients unless it has been escalated and discussed with the Matron (ext. 13114) and/or the Group Manager (ext. 12775) for Ambulatory Care.

## The process

Patients who are able to sit in a chair and are mobile, without further care planned on discharge, do not require a telephone handover before transferring to the Discharge Lounge. These patients may be sent straight to the Discharge Lounge with a completed handover sheet, which can be found by following the link below:

<http://uhbhome/discharge-lounge.htm>



Patients with existing care needs, who are bed bound or have more complex needs, need to be handed over to the Discharge Lounge via telephone and their care discussed.

When handing patients over, please ensure the following information is provided to the Discharge Lounge:

- Contact/bleep details of the medical team
- Details and contact numbers of any care packages that are planned to start to enable discharge staff to liaise with the care provider in the event that the patient may not be ready to leave when the first planned care episode is scheduled

The Discharge Lounge staff may call for further information, even with patients who have not been verbally handed over and the discharging area retains responsibility to ensure this information is made available.

Patients can be transferred to the Discharge Lounge prior to completion of discharge letters and TTOs. However completion of these documents in a timely manner remains the responsibility of the specialty medical teams.

All delays will be escalated to the Matron/Group Manager for the host teams.