

This leaflet is updated regularly. For the most up-to-date information please visit [loros.co.uk/care](http://loros.co.uk/care)

LOROS Hospice is dedicated to ensuring equality and diversity is at the core of all our activities

**In case of comments or complaints, please contact:**

Chief Executive, or Director of Care Services

LOROS, Groby Road, Leicester LE3 9QE

or, Care Quality Commission, East Midlands Office, Citygate, Gallowgate, Newcastle Upon Tyne NE1 4PA

**Alternative language copies available**

If you would like this information in another language or format, please contact the Patient Experience Lead PA on 0116 231 8435

જો તમને આ માહિતીની અન્ય ભાષા અથવા સ્વરૂપમાં આવશ્યકતા હોય તો કૃપા કરી ટેલીફોન નંબર 0116 231 8435 પર Patient Experience Lead PA (પેશન્ટ એક્સ્પેરીયન્સ લીડ પીએ) નો સંપર્ક કરો

Jeżeli chcieliby Państwo otrzymać niniejsze informacje w tłumaczeniu na język obcy lub w innym formacie, prosimy skontaktować się z PA Zespołu Patient Experience pod numerem telefonu 0116 231 8435.

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਪ੍ਰਾਰੂਪ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਰੋਗੀ ਅਨੁਭਵ ਪ੍ਰਤੀਨਿਧੀ PA ਨਾਲ 0116 231 8435 ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

Haddii aad ku dooneyso macluumaadkan luqad kale ama habeyn kale fadlan la soo xiriir Hogaan Bukaanka Waayo-aragga PA taleefoon nambarka 0116 231 8435

আপনি অন্য কোনো ভাষা বা ফরম্যাটে এই তথ্য পেতে চাইলে অনুগ্রহ করে 0116 231 8435 টেলিফোন নম্বরে প্যাসেন্ট এক্সপেরিয়েন্স লিড পিএ-তে যোগাযোগ করুন

اگر آپ کو یہ معلومات کسی اور زبان یا فارمیٹ میں درکار ہوں تو برائے مہربانی پیشنٹ ایکسپیرینس لیڈ کے PA سے اس فون نمبر پر بات کریں 0116 231 8435



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Being there for you  
and your family



## Planning your discharge

[loros.co.uk](http://loros.co.uk)



Being there for you  
and your family

# What you need to know

## Your estimated date for discharge is .....

This leaflet is intended to help and support you, your relatives, carers and friends to understand how your discharge from LOROS will take place.

If you have any queries or concerns regarding your discharge or the information in this leaflet, please raise them with any member of the ward team that is caring for you or the Discharge team.

**To contact the Discharge Team please ring (0116) 231 3771 extension 8523/6338**

## When is discharge considered?

The discharge planning process can commence on admission or shortly after to help ensure plans are in place to meet your needs on discharge.



The doctors make the final decision about when you are deemed ready for discharge.

You may only stay at LOROS for a short time whilst your medications are adjusted and your symptoms are controlled. The average length of stay for our patients is 12 days.

Patients and family members are always at the heart of any assessments undertaken by LOROS staff. The discharge and Enablement teams will help you identify any support and care that you need when you leave LOROS.

## Who is involved?

The Discharge team are registered nurses who specialise in discharge processes, including rapid discharges for end of life care.

## They will assess your health and social care needs, so that they can:

- signpost or refer you to other services
- provide advice and support with any concerns you have about your discharge plans

## We will:

1. Assess what support you need on discharge including any special equipment you may need, this

includes an assessment about whether or not you meet the criteria for health funding.

2. Make sure our staff speak to your relatives, carers and/or relevant staff who will be helping you when you leave
3. Ensure a smooth transition from LOROS to your discharge destination by referring to community services as necessary such as GP, district nurses etc. This will help to make sure your health and social care needs are met and ensure a smooth transition from LOROS.

The LOROS Enablement team comprises of physiotherapists, occupational therapists and a social worker who can assess mobility, equipment, care requirements and provide benefit advice.

The Adult Social Care department within your local authority can, with your consent, carry out an assessment of your needs to determine whether you are eligible for any support services. They can help and advise on what support may be available to you when you leave LOROS. If you have a carer who provides support to you they may be entitled to an assessment of their needs. Adult Social care staff can also provide information about local services and organisations.

Please note there may be a charge for services provided by Adult Social care, but your contribution will depend upon your financial circumstances and the services you require. Adult Social care staff will be happy to explain this.

## Next Steps

We will keep you and your relatives/ carers informed about your discharge. Please ask the doctors or nursing staff if you have not been given this information.

It is important that you are given an estimated discharge date so that you can make any necessary arrangements and plan for discharge, these may include:

1. Transport home. We always plan to discharge patients from LOROS in the mornings so it would be helpful if you could organise your travel in good time, otherwise it can delay your discharge.
2. Please make sure you have suitable clothing and footwear to wear for the time of year
3. Remember you will need access/ key/key safe to get into your property
4. Adequate food in your home
5. Adequate heating in your home

You will be given a returning home card which will give you useful telephone numbers about who to contact if you encounter any problems or concerns once you are discharged from LOROS. You will also be given medication to last you for fourteen days, to allow you enough time for you to order your repeat prescription from your GP. You will also have an information sheet and the ward nurse will have explained medications before you left LOROS.