

HOSPITAL INTERVENTION PROCEDURE

November 2021

SERVICE PROCEDURE STATEMENT

The purpose of this guidance is to ensure that in the event of a Tenant being admitted to hospital, that all measures are taken to ensure appropriate communication, and that the discharge of any Tenant, to the Extra Care Housing Scheme is completed in a safe and informed manner.

HOSPITAL ADMISSION PROCESS:

At the point of a Tenant being taken to hospital, the following steps should be taken:

- The Tenants family / NOK should be informed via telephone.
- The Tenants flat should be checked and left clean and tidy in preparation for their return. This is to include cleaning up if necessary, making the bed, washing up of dishes and cups and ensuring that food is managed to prevent spoilage.
****Permission must be granted for staff to access the flat in the absence of the Tenant and this can be obtained via the Tenant, their family/NOK or the Social worker.**
All duties carried out must be documented in the log notes.
- Contact should be made with the admitting hospital to establish the ward where the Tenant is staying. The scheme communication book should be updated with these details.
- The allocated social worker should be informed via email.
- Regular contact should be maintained with the hospital in order to receive updates
If the admission is short term, then daily contact should be made.
If the admission is long term, then weekly contact should be made.

HOSPITAL DISCHARGE PROCESS:

OFFICE HOURS – During which the Scheme Manager / Team Leader are on Site:

- The scheme will receive a phonecall from the hospital to communicate the planned discharge. Details of this phonecall, to include the name of the person spoken to, should be noted in the scheme communication book.
- The Scheme Manager / Team Leader should establish the estimated date and time for the discharge and ascertain any change in needs
- The Scheme Manager / Team Leader should review the care plan, medication and risk assessment and make updates as necessary. Reviewed care plan and risk assessments to be signed and dated.
- If the Package of Care is provided by an external agency, communication should be made with this agency to ensure that they are fully aware of the discharge and to restart services.
- Communication should be made with the allocated social worker and the family / NOK of the Tenant, to confirm the planned discharge.

NB: Discharges CANNOT be blocked unless significant health and safety risks are identified. These should be discussed with the Service Manager.

OUT OF HOURS – After 17:00, Weekends and Bank Holidays:

- The scheme will receive a phonecall from the hospital to communicate the planned discharge
- The scheme staff team should request that the discharge coordinator at the hospital arrange for an external care package to be set up from the point of discharge, through to the Monday (or next working day if Bank Holiday) AM.
The name and contact number of the providing agency should be confirmed
- The arrangements for discharge and temporary care provision should be communicated with the individual on-call
- On Monday (or the next working day if Bank holiday), the Scheme Manager / Team Leader should contact Brokerage (Brokerage@croydon.gov.uk) to confirm any changes in the care plan and arrange to take it back in house.
Communication should be made with the allocated social worker and the family / NOK of the Tenant, to confirm the planned discharge.
- The Scheme Manager / Team Leader should review the care plan, medication and risk assessment and make updates as necessary. Reviewed care plan and risk assessments to be signed and dated

NB: Discharges CANNOT be blocked unless significant health and safety risks are identified. These should be discussed with the Service Manager.

WELFARE CHECKS

At the point of the Tenant returning to the scheme, a member of staff should support the Tenant to settle back in to their flat, ensuring that adequate food and drink supplies are available to them.

In the event that the Tenant returns still wearing a hospital gown, support should be offered to change into their own clothing and to make themselves comfortable.

Additional welfare checks (morning, afternoon and evening) should be put in place for the first 24 hours post discharge, regardless of the care package in place and provider of care and support.

COVID

All hospital discharges should be treated as if the Tenant is Covid Positive. The Tenant and their Family members should be advised that self-isolation is required for 10 days post discharge. Staff should provide care and support, to the individual, in line with current government guidelines for someone who is Covid positive. This relates to the use of full PPE (gloves, aprons and face coverings), to include the correct disposal.

USEFUL CONTACT INFORMATION

- **Discharge Coordinator for CUH – Kathleen Gesese**
Kathleen.gesese@nhs.net
07860 866 001
- **Generic email for out of borough hospitals (eg, Kings, St.Georges, St.Helier, PRUH)**
outofboroughhospitaldischarges@croydon.gov.uk
- **Rapid Response**
07768 376 832

Direct Dial Numbers for CUH Wards:

WARD	Direct Dial 020 8 401 ****
Duppas 1	3259
Duppas 2	3262
Edgecombe 1	3278
Edgecombe 2	3280
Fairfield 1	3283
Fairfield 2	3219
Heathfield 1	3701
Heathfield 2	3703
Kenley 2	3374
Purley 1	3705
Purley 2	3707
Purley 3	3285

WARD	Direct Dial 020 8 401 ****
Queens 1	3709
Queens 2	3711
Queens 3	3733
Reedham Ward	3713/3714
Wandle 1	3731
Wandle 2 (men)	3735
Wandle 3 (women)	3715
A&E	3016
A&E Liason	3658
ACE	
AMU	3818