



# HOSPITAL DISCHARGE: A USER JOURNEY MAP

	Assessment Social	Ready for discharge Clinician	Decision agreed	Leaves hospital	Post-Discharge	Follow-Up Assessment
Actions	<ul style="list-style-type: none"> <li>Section 2 form - fit for assessment</li> <li>Moved between wards</li> <li>Assessment</li> <li>Communications               <ul style="list-style-type: none"> <li>a. Inter-departmental</li> <li>b. With patient/family</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Decision made by clinician</li> <li>Section 5 form - fit for discharge to social services</li> <li>Decision Challenged               <ul style="list-style-type: none"> <li>a. Family</li> <li>b. Social Services</li> </ul> </li> <li>Information provision for self funders</li> </ul>	<ul style="list-style-type: none"> <li>Multi-agency meeting</li> <li>Discharge               <ul style="list-style-type: none"> <li>Rehabilitation beds</li> <li>Patient leaves against hospital wishes</li> </ul> </li> <li>Social care put services in place (24 hours)</li> </ul>	<ul style="list-style-type: none"> <li>Destination:               <ul style="list-style-type: none"> <li>a. Home</li> <li>b. Temporary placement</li> <li>c. Long term placement</li> </ul> </li> <li>Financial information provision</li> <li>Community services</li> </ul>	<ul style="list-style-type: none"> <li>Reablement package (free 6 weeks)</li> <li>Adjustments to home</li> <li>Intermediate care</li> <li>Respite care</li> <li>Placement</li> <li>Support for carers</li> <li>Access to information</li> <li>Community Services</li> </ul>	<ul style="list-style-type: none"> <li>Change in care</li> <li>Readmission</li> <li>Information provision</li> </ul>
Feelings of older people	<ul style="list-style-type: none"> <li>Frustration</li> <li>Relief</li> <li>Anxious</li> <li>Overwhelmed</li> <li>Muddled</li> <li>Shock</li> <li>Comforted</li> <li>Resistant</li> <li>Upset</li> <li>Lifted</li> </ul>	<ul style="list-style-type: none"> <li>Panic</li> <li>Fear of the unknown</li> <li>Happy</li> </ul>	<ul style="list-style-type: none"> <li>Distressing</li> <li>Happy</li> <li>Content</li> </ul>	<ul style="list-style-type: none"> <li>Exhausting</li> <li>Repetative</li> <li>Confusion</li> <li>Uncertainty</li> <li>Rushed</li> <li>Frightened</li> <li>Vulnerable</li> <li>Unsafe</li> <li>Content</li> </ul>	<ul style="list-style-type: none"> <li>Relief at being home</li> <li>Bit of a shock</li> <li>Comforted</li> <li>Confidence returns</li> <li>Resistant</li> <li>Disappointment</li> <li>Disinterested</li> <li>Bombarded</li> </ul>	<ul style="list-style-type: none"> <li>Stressful</li> <li>Confusion</li> <li>Struggling</li> </ul>
Feelings of family/carers	<ul style="list-style-type: none"> <li>Someone needs to coordinate</li> <li>Isolated</li> </ul>	<ul style="list-style-type: none"> <li>A minefield to negotiate</li> <li>Can see them still struggling</li> </ul>	<ul style="list-style-type: none"> <li>Disappointment</li> <li>Pleased</li> </ul>	<ul style="list-style-type: none"> <li>Comforted</li> </ul>	<ul style="list-style-type: none"> <li>Carers feel isolated</li> </ul>	
Feelings of service providers	<ul style="list-style-type: none"> <li>Unwanted</li> <li>Overwhelming</li> <li>Rushed</li> </ul>	<ul style="list-style-type: none"> <li>Conflict</li> <li>Negotiating</li> <li>Pressure</li> </ul>		<ul style="list-style-type: none"> <li>Stressful</li> <li>Overwhelming</li> <li>Challenging</li> <li>Confusing</li> </ul>	<ul style="list-style-type: none"> <li>Stressful working with so many different agencies</li> <li>Confusing</li> </ul>	<ul style="list-style-type: none"> <li>Overwhelming</li> <li>Stressful</li> <li>Upsetting</li> </ul>
Improvements	<ul style="list-style-type: none"> <li>Improve access to information for everyone</li> <li>Single source of information</li> <li>Clearer discharge planning</li> <li>More continuity</li> </ul>	<ul style="list-style-type: none"> <li>Check first thing in the morning daily</li> <li>If care is needed info regarding care homes should be provided too.</li> <li>Clinician tells the patient</li> <li>Convalescent homes still needed</li> </ul>	<ul style="list-style-type: none"> <li>Long term care as last resort</li> <li>Multi-disciplinary meetings to include family and patients agreeing</li> <li>Intermediate care needed: rehabilitation beds convalescent care</li> <li>Home visit if needed</li> <li>Thorough multi-disciplinary assessments</li> </ul>	<ul style="list-style-type: none"> <li>Continued healthcare assessment</li> <li>Improve financial advice</li> <li>Advice on care homes, respite care and rehab</li> <li>Home Return to take no longer than 24 hours and include transport and meet and greet</li> </ul>	<ul style="list-style-type: none"> <li>Liaise with mental health team</li> <li>Social Worker assessed care package</li> <li>Goals Set Outcomes</li> <li>Continous assessment</li> <li>Reablement</li> </ul>	<ul style="list-style-type: none"> <li>Put Information on prevention, health and hub directory of services on the internet</li> <li>Increase in communication between user, families and services through a variety of mediums</li> <li>Telephone emergency hotline service for carers</li> </ul>