



HOSPITAL DISCHARGE: A USER JOURNEY MAP

	Referral to Social Services	Referral to other services	Multi agency assessments	Discharge plan	Leaving hospital	Post discharge	Movement to other social work team
Actions In patient referrals	<ul style="list-style-type: none"> Referral <ol style="list-style-type: none"> Ward sister Occupational Therapist Family 	<ul style="list-style-type: none"> Mental health assesment Referral to <ol style="list-style-type: none"> Age Concern Welfare Benefits Transport Hospital discharge team. 	<ul style="list-style-type: none"> Assessment Financial assessment Carers assessment Report/s to outline needs Multi agency meetings 	<ul style="list-style-type: none"> Tailored Discharge Plan Discharge package managed by <ol style="list-style-type: none"> Council Private agency Home care finance referral 	<ul style="list-style-type: none"> Transport <ol style="list-style-type: none"> Escorted discharge Community transport Independent Destination <ol style="list-style-type: none"> Home Intermediate care Placement Referral to community services 	<ul style="list-style-type: none"> Reablement package <ol style="list-style-type: none"> Monitoring Changes Placements <ol style="list-style-type: none"> Placements reviewed 6 week monitoring Home adjustments Community services Change direct payment spending Readmission Long-term care package 	<ul style="list-style-type: none"> Community social work team Signposted <ol style="list-style-type: none"> Community Services Benefits Multi agency meetings Annual review
Method of Contact	<ul style="list-style-type: none"> Face-to-face 	<ul style="list-style-type: none"> Phone Letters Face to face 	<ul style="list-style-type: none"> Phone Letters Face to face 	<ul style="list-style-type: none"> Phone Face to face 	<ul style="list-style-type: none"> Phone Letters Face to face Email 	<ul style="list-style-type: none"> Letter Face-to-face Referrals from other services: <ol style="list-style-type: none"> Hospital Housing 	<ul style="list-style-type: none"> Letter Telephone Email Face-to-face
Feelings of family/carers	<ul style="list-style-type: none"> Confusion Scary Kept in the dark Eager to go home Upset 	<ul style="list-style-type: none"> Upset Out of the loop 	<ul style="list-style-type: none"> Confusion Scared Relieved Unengaged Unaware 	<ul style="list-style-type: none"> Lonely Desperate to go home Resistant to social services Confusion Relieved 	<ul style="list-style-type: none"> Stressful Disorientated Nervous Happy Angry 	<ul style="list-style-type: none"> Confusing Difficult Pestered Safe Content 	
Feelings of service providers	<ul style="list-style-type: none"> Rushed Hard work 		<ul style="list-style-type: none"> Box ticking exercise Time pressures Try to comfort and reassure Frustration at complex system 	<ul style="list-style-type: none"> Unrewarding work Time pressures Conflict with clinicians 	<ul style="list-style-type: none"> Pressure Disrespected Confusion Nightmarish 	<ul style="list-style-type: none"> Recognise families' struggles Hard to talk about sensitive issues 	
Improvements	<ul style="list-style-type: none"> Discharge planning should start at admission Better referral training for clinicians Different partners have different priorities - quick discharges vs addressing social needs Older people not always informed of reasons for referral 	<ul style="list-style-type: none"> Time pressures prevent adequate communication of help available Lack of understanding 	<ul style="list-style-type: none"> No technical and administrative support System too focused on a quick discharge 	<ul style="list-style-type: none"> Form filling is too time consuming Administration support needed 	<ul style="list-style-type: none"> Conflict between clinicians and social services Lack of co-ordination <ol style="list-style-type: none"> Communication Discharge notes need to be sent on Night discharge problematic 	<ul style="list-style-type: none"> Medical needs are taken care of but other needs are more difficult Good communication and reassurance for families is key 	<ul style="list-style-type: none"> Useful 'golden numbers' telephones list Referral to the financial team needs to occur automatically