

# Welcome to the Discharge Lounge



## **Information for patients and visitors**

The Discharge Lounge is a comfortable, safe and relaxing area for you to wait to be collected by transport, friends or family who are taking you home. The Discharge Lounge is open between the hours of 08:00am to 8:30pm.

Once ready to go home the Lounge will be notified. The staff will let your carers or people important to you know when you can be collected.

Staff in the Discharge Lounge continue to deliver the highest level of patient care, and ensure that the final part of your stay at our hospital is a restful one. Here, staff will ensure that you have the correct medicine and paperwork before you return home.

You can be picked up directly from the Discharge Lounge, with access to a free 20 minute pick up point outside the Copthorne Building.

## **Facilities**

The lounge is a safe, secure area which has seating for 10 patients, and 7 beds.

A television, radio, games and magazines are also available. Tea, coffee and cold drinks are available at any time. At meal times you will be offered sandwiches, soup, cake, fruit or cheese and crackers. If you need a hot meal this will be ordered for you individually. Special diets are catered for on request. Toilet facilities are available and staff will assist you to use these facilities if required.

Staff will give you your medicine as prescribed. If you become unwell while in the lounge your ward doctor will be called to see you.

## **What will happen to you on the day you leave hospital?**

- You will be collected from the ward and taken to the Discharge Lounge.
- You will be given any medicines, dressings, with a full explanation by the ward nurse. Please note it may take Pharmacy some time to prepare your medicines, however the team will keep you informed.

- The ward nurse will give you details of any further appointments required, and any paperwork.
- People collecting you will need to meet you in the Discharge Lounge, and are welcome to wait with you there. (Please note these rules may change in line with Covid 19 government guidance).
- If booked to travel by ambulance the crew will collect you from the Discharge Lounge.

### **When Patients go to the Discharge Lounge**

All patients should go to the lounge on the day of going home if they are waiting for:

- Hospital transport
- Collection by relatives, carers or people important to them
- Medicines to be dispensed
- Discharge letter to be issued
- Intermediate care (help at home)
- Transfer to Residential and Nursing Homes

## What arrangements do you need to make?

Once you have a date and time for going home, it is your responsibility to arrange transport home (friend, family or taxi). If there is a special reason we will arrange hospital transport for you in advance.

Wear suitable clothing and footwear to travel and ensure you have access to your home/destination (key, keys safe number, someone to meet you).

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment please speak to a member of staff or contact Patient Advice and Liaison Service (PALS).

### Contact Us:

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