

Wiltshire Council
SHELTERED HOUSING SERVICES
Hospital Admission & Discharge Strategy

Wiltshire Council Strategy

1. Statement of Intent

The Council is committed to ensuring that as far as it is able, admissions and discharges from hospital are carried out as smoothly and as effectively as possible.

2. Aims of the Policy

The aim of this policy is to promote the needs of the tenant by way of consultation directly with the tenant, the tenants' family and all other relevant agencies (with prior consent from the tenants) to ensure that any varying support and care needs are met.

The policy clarifies the need to formally monitor the tenant's hospital admission & discharge information to ensure that the service provided by all relevant agencies meets the tenants' requirements and that appropriate action is taken if gaps in the provision of service are identified in order to make the process as efficient as possible.

3. Equal Opportunities Statement

The Council recognises that individuals and groups of people have been and continue to face prejudice and be discriminated against on the basis of race, colour, ethnicity, sex, class, creed, marital status, disability, caring responsibilities, medical status, sexual orientation, age and religious belief.

In aiming to achieve equality of opportunity, the Council will introduce positive measures to combat all forms of discrimination and inequality as a service provider.

(cont)

Equal Opportunities Statement (cont)

The Council will comply with the provisions of the:

- Sex Discrimination Act 1975
- Race Relations Act 1976 and the Race (Amendment) Act 2000
- Disability Discrimination Act 2005
- Protection from Harassment Act 1997
- Human Rights Act 1998

and will implement as far as is practicable the provisions of;

- the Commission for Racial Equality Code of Practice in Rented Accommodation
- the Race and Housing Inquiry Race Equality code of Practice for Local Authority

As a Council and as an employer the Council's Equal Opportunities Policy applies equally to the following areas of its activities:

- The provision of housing and services
- Contractors, suppliers and consultants
- Elected Members
- Tenant Constitutions

We undertake to abide by the other corporate Equality and Diversity policies approved by Wiltshire Council

4. Customer Service Statement

The Council in all its service areas believes that listening and responding to our customers will enable us to ensure high quality services are delivered in line with the needs and aspirations of our service users.

We are committed to ensuring Best Value for our customers and strive for continual improvement and excellence in all areas of our work. In our relationships with customers, suppliers, staff and other stakeholders we will aim to work collaboratively with honesty, equality and integrity. In all dealings with our customers we will ensure that they are treated with dignity and respect and that we observe our Equal Opportunities Policies at all times. We actively seek opportunities to work with our

customers in examining our systems and working methods to ensure that Wiltshire Council strives for best practice and continuous improvement.

5. Criteria for Hospital Admission or Discharge

Introduction:

The Council supports tenants' choice to remain in their own home and where possible, have their care and support needs delivered to them. This is shown by an increase in the levels of frailty of tenants in our accommodation and therefore, an increase in the numbers of admissions to and from hospitals.

Admission:

When a decision has been made to admit a tenant into hospital a completed admission form will be given or posted to the emergency service, family, friend, ward or hospital department as soon as possible.

- The admission form ensures that the duty hospital staff are fully informed of the tenant's information.
- The staff from each organisation are encouraged to liaise with each other to enable relevant information to be passed between them to effect a successful discharge.
- Housing Support Officers must ensure that all tenant records are kept up to date at all times.

Discharge:

Where the decision to discharge a tenant from hospital is known in advance, Housing Support Officers will complete a discharge form and liaise with the hospital staff to ensure all care and support needs for the tenant are met.

- Housing Support Officers will liaise with relevant agencies in connection with discharge.
- Housing Support Officers will clarify with the tenant that any agreed support and care plans have been implemented and contact the relevant agencies if not.
- Housing Support Officers will monitor cases on a regular basis and carry out a review 6 weeks after discharge (or sooner if needed) to ensure that the tenant's needs continue to be met.

6. Monitor & Review

Monitoring will take place:

- Monthly by line Managers
- Quarterly by Senior Managers

A review of this policy will take place annually

7. Confidentiality

All staff and partner Agencies are required to comply with Councils requirements of respecting confidentiality with regard to any information relating to tenant's support and care.

Any information given to staff should only be passed to a third party with permission from the tenant.

Staff and Care Agencies must be aware of the Data Protection Act and conform to it at all times.

Failure to adhere to the above may lead to disciplinary action.

8. Other relevant Wiltshire Council Policies

This policy should be read in conjunction with the following WC policies:

- Health and Safety
- Equal opportunities
- Confidentiality

All sub-contractors will be expected to comply with these policies when carrying out work on behalf of WC

Wiltshire Council
SHELTERED HOUSING SERVICES
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SHELTERED HOUSING SERVICES STRATEGY

1. Admission to Hospital

Procedure

The purpose of this procedure is to set a framework by which Sheltered Housing Service staff can work to. The procedures clarify the need for staff to formally and effectively undertake this part of their duties. Its aim is to have continuity when dealing with admissions to hospital

When a decision has been made to admit a tenant into hospital it will be the responsibility of the Housing Support Officer to fill in the Hospital Admission Form.

The admission forms can be given to the emergency service personnel or must be posted to the hospital, as soon after admission as possible, this will enable the health/medical teams to have relevant information about the tenant/patient.

If the admission has been made out of hours i.e. before 9am, after 5pm or at Weekends or Bank Holidays please gain as much information from the Control Centre Staff as possible to enable you to fill in the Hospital Admission Form.

The Housing Support Officer will communicate on a regular basis with the health & medical teams at the hospital, and aim to make telephone contact with tenants on a weekly basis where this is possible, to ensure that their needs and support are met; this will also enable working relationships to be built up between housing and health sectors.

Procedure to follow:

- Housing Support Officer to confirm with Control Centre/Doctor/Emergency Services/Family or Friend to which hospital and ward the tenant is being/has been admitted.

(cont)

Procedure to follow: (cont)

- The Hospital Admission form must be fully completed to ensure that the duty hospital staffs are fully informed of the tenants' information.
- The Hospital Admission Form must be passed to the emergency service/family/friend who is responsible for taking the tenant to hospital or complete and posted as soon as possible to the appropriate ward or department.
- “Scheme Information” Section of the form to be completed with Scheme Address, Telephone Number, Duty Staff Name and Contact Number.
- “Tenants Personal Details” Section to be filled in, Name, Date of Birth, Doctors Name Surgery Address and Telephone Number.
- **Where applicable:** Social Care & Health Manager's Name, Telephone Number, Office.
- Support /Care Package in place or not?
- Medication sent into hospital or not?
- Next of Kin/Contact Name and Telephone Number
- The Housing Support Officer is to Sign, Print Name and Date the Form
- The Housing Support Officer is to aim to telephone tenants in hospital on a weekly basis where this is possible, and liaise with the hospitals on a regular basis to ensure that they are kept up to date with relevant information and to form relationships with hospital staff which will enable partnerships to be established with a view to an effective informed discharge.
- All visits to be log on your weekly log sheet with the number of visits and the time spent with the tenants.
- Sheltered Housing staff are to liaise with each other, which will enable relevant information to be passed between them.
- Sheltered Housing staff are to ensure that all tenants record sheets are kept up to date at all times.

2. Hospital Admissions Form

Procedure for Senior HSO& Housing Support Officers

The purpose of this procedure is to enable the effective working of Hospital Visiting Procedure and that all staff are aware of the procedures.

- The Senior HSO will log information about hospital admission and the discharge of Supported Housing Tenants when received from the Housing Support Officer or Control Centre onto Hospital Admissions Form.
- An asterisk will be inserted next to all tenants who are admitted during the current week – These tenants will not be visited in the current week.
- On Monday morning of each week the asterisks will be removed from the previous week's tenants and all tenants admitted during the current week will have an asterisk.
- A copy of the form will be sent to the Senior HSO to co-ordinate the hospital contact. Only those tenants without an asterisk will be visited by the Housing Support Officer if appropriate.
- One Housing Support Officer to cover hospital contact for each area.

3. Procedure - Hospital Contact

The aim of this procedure is to ensure that tenants who are admitted to hospital are supported by the Housing Support Officer by weekly contact. This will be of benefit to both staff and tenants because:

- Staff will be able to liaise fully with hospital staff and other agencies allowing information regarding treatments, discharge case meetings etc. to be received and to build up a working rapport with other agencies involved during the tenants stay in hospital. All information to be recorded.
- Tenants will benefit from familiar contact and knowing they are still part of the scheme by being kept up to date with relevant issues.
- If telephone contact with the tenant hospital is not possible due to distance or circumstances the support can be maintained by liaising with the family and hospital and recording this information onto the tenant's individual file.

Procedure to follow

- Inform Senior HSO when a tenant is admitted to hospital so the information can be logged onto the Hospital Admission Form (HAF). Notification can be by the following – Housing Support Officer / Control Centre.
- If Control Centre informs the Senior HSO, they must log it on the HAF and then inform the relevant Housing Support Officer who will then begin to follow the **Admissions to Hospital Procedure**.
- The Base Co-ordinator at CareConnect will email a copy of the up-to-date HAF to the Senior HSO on Monday morning of each week.
- The Senior HSO co-ordinating hospital contact will liaise the Housing Support Officer as to who is contacting which tenants/hospital.
- The Housing Support Officer who is contacting a hospital should check the ward location and the condition of each tenant (i.e. are they well enough to be contacted). It would be good practice to inform the next of kin or 1st contact that you are making contact to their family/friend, (record all actions on tenants record sheets).
- Details of the contact to be entered onto **weekly log sheet** of the Housing Support Officers as this reflects how their time has been spent. Once the Housing Support Officer has made a hospital contact, all new information must be written up in the tenants record sheets and an email/statement sent to the appropriate Housing Support Officer for their records, fully outlining all tenants contacted and any information learned.

Example

Mr P- Titan Ward, Linton Hospital, Linton.

Mr P is well, recovering from an operation to remove a growth on his leg. He is being considered for discharge during the next fortnight.

A Discharge Case Review is being arranged for the 20th September.

Housing Support Officer (please name Housing Support Officer) to attend.

Named key-worker and contact for all information – *Staff Nurse White*.

PLEASE NOTE: IT IS IMPORTANT THAT YOU NOTIFY THE SENIOR HSO WHEN A TENANT IS ADMITTED OR DISCHARGED TO/FROM HOSPITAL.

4. Discharge from Hospital

Procedure

It is important that the Discharge Form is completed where applicable and placed in tenants file

When a decision has been made to discharge a tenant from hospital it will be the responsibility of the Housing Support Officer to fill in the Hospital Discharge Form. By maintaining regularly contact with the hospital reference "The Admission" it will help to gain a good working partnership between the agencies.

Sheltered Housing Service staff will need to gain as much information as possible from the hospital to enable them to fill in the discharge form.

If the Discharge has been made out of hours, i.e. before 9am, after 5pm or at Weekends or Bank Holidays, the Duty Housing Support Officer on their return to work must make contact with the Hospital/Ward for all relevant information.

- The Housing Support Officer is to fill in a Discharge Form gaining as much information as possible i.e. Scheme information, Tenants Personal Information and Discharge information.
- The Housing Support Officer is to inform Care Connect of tenants return and to liaise with colleagues, which will enable relevant information to be passed between them.
- Action Plan is to be completed and filed on tenants file.
- The Housing Support Officer is to make appointment with tenant to complete Discharge Questionnaire within two weeks of discharge.
- Check that Tenant has given permission for data to be passed between third parties.
- Sheltered Housing Service staff are to ensure that all tenants record sheets are kept up to date at all times.

Action for Housing Support Officers

1. Communications with outside agencies

When a case review is to be held, please try to be involved and ask if you may attend. Staff need to be building up a rapport with Social Care and Health and the Community Mental Health Teams to promote interagency working and to facilitate invitations to reviews etc. The aim is to be more informed about the welfare of tenants. This evidence is needed for the QAF about inter-agency working and is important.

All communications with other agencies regarding tenants should be written in tenants file, as again this is evidence. All telephone calls, informal chats etc. should be logged.

2. On Discharge from Hospital

Staff must notify Senior HSO of all admissions, transfers and discharges and follow the procedures including the discharge paperwork. Following a discharge the absolute minimum that must be done is an action plan detailing what is to be considered including service review, this follows all discharges even one day stays.

The procedure is being looked at to reflect infection control, this will be sent out as soon as it is available.

It is appreciated that some tenants do not like to see another Housing Support Officer but the reality is that Supporting People may stop funding to any tenant who is away from their home for more than **28 days**. We can do nothing about those that go on extended holidays except advise them that they may in the future be liable for their own support charge but we can try and help those in hospital by visiting.

This is evidence of both continued support for the tenant and multi-agency working.

Staff to complete a tenant record sheet.

The Housing Support Officer making contact should be asking the tenant and the staff about the progress of the tenant's health. Asking about discharge dates and any possible reviews, as being informed means we can provide a more efficient service.

Other agencies do not always include us and therefore we have to be the ones to approach them.

Policy Dated *May 2005*

Reviewed *April 2011*

Next Review Due *April 2012*