

Response received from Trust representative 23rd June 2019

Thank you for forwarding a copy of the report prior to its release. The report and its recommendations was very informative.

As you are aware the Trust has been undertaking a great deal of work aimed at improving all aspects of care including discharge planning as an integrated healthcare organisation and in partnership with our social care colleagues. This includes engaging with our patients and their families about the care they receive, including the care around discharge and how we can improve this, so your report and recommendations will feed into this work.

We believe that good communication and involvement of the patient and family in the discharge process is essential and should start at the point of admission to hospital. It is imperative to ensure that patient's wishes are respected, anxieties about being discharged are allayed and all decisions are made with the patient and family at the centre.

With regards to your recommendations I would just like to provide the following update:

- The discharge lounge is now located on ward 10 offering both more space and privacy for patients awaiting discharge. The Trust does not plan to use this area as part of its winter planning this year
- Ongoing work to improve our ward rounds is taking place across the Trust. The consultant and senior nurse leader are pivotal to ensuring that patients and families are communicated with about all aspects of care including discharge during these ward rounds
- As your report outlines good communication is key throughout the patient's stay. The ward sister, as the senior nursing leader with overall responsibility for the ward is responsible for ensuring that all plans and changes are communicated to the patient and their families at the earliest possibility.
- We are continuing to develop our patient information, which includes ward information and will outline what patients and their families can expect about discharge planning
- We actively encourage families to bring in clothes for their loved ones so they can get dressed when in hospital as part of the 'end PJ paralysis/get up get dressed initiative we have been undertaking and to enable them to be discharged in their own clothes. We are also looking at how clothing can be provided for those patients who do not have a loved one who can bring clothes in for them

Once again, thank you for this providing a copy of the report for comments prior to its publication. I hope that you will see the improvements we are making during future visits to the hospital.

Best Wishes

Kara

Kara Blackwell
Deputy Director of Nursing
Walsall Healthcare NHS Trust