

Ideal Ward Round;

Audio Transcript – Supportive and person centred discharge.

Person 1:

I went home for a weekends leave and they phoned me to say my bed had gone.

Person 2:

We have good links with social care. We refer everybody to social care first off, so somebody is allocated to that patient. A social worker is then already appointed when discharge is taking place.

Person 3:

I had a brilliant recovery focussed ward round. From the word go the doctor talked about discharge, which was a bit frightening. Little by little I was discharged.

Person 4:

Discharge and aftercare was very good. My daughter was kept informed but not involved but this is because she lives 100 miles away – she was well informed.

Person 5:

I was put with an enabler when I got close to discharge and this was a good thing.

Person 6:

We could maybe incorporate into discharge planning the reality about bed pressures, it might be worth us talking about a plan B.

Person 7:

I never knew how long I'd be there. I used to ask if I could go home, but never got a response. They never really talked to me.