



LINK Visit to Short Stay/Discharge Lounge

Date of visit December 7th 2010

Involved in visit: -

LINK Members Pat Taylor
 Anne Turner

WHHFT

Anne Allison - Matron, Emergency and Acute Care
Joanne Hazelhurst - Acting Sister, Short Stay/Discharge Lounge

This visit was arranged in order to check that concerns expressed about the previous discharge lounge had been acted on and the area was fit for purpose.

Environment

The environment felt warm and welcoming. The short stay area provided two separate areas providing accommodation for five men and five females. The area, although restricted, did meet the same sex accommodation criteria, sharing facilities with wards A1 and A2.

The central area designated as the discharge lounge has seating for patients who should be fully dressed and are waiting for medication, transport etc. New chairs have been ordered which will then provide a comfortable waiting area.

Ward profile (Standard Operating Procedure).

The admission criteria for admission to the short stay area was reassuring, meeting our concerns and providing a safe caring environment. The criteria for using the discharge lounge, however, does not mention the patient with confusion. This was one of our concerns about the previous lounge. The criteria does mention that the lounge staff appraise each patient individually to ensure the patient's safety and security but the additional move within the hospital is unsettling and adds to further confusion for the vulnerable patient.

Transfer of Patients Documentation

All documentation and information for patients was very good. The handover is still done verbally. Joanne stated that a handover sheet was being produced. This is essential in ensuring patient safety.

Recommendations

- Signage could be improved.
- No patients with confusion/wandersome should be admitted to the lounge and this should be added to the criteria for using the lounge.
- Introduction of handover documentation should be introduced as soon as possible to ensure patient safety.

The staff appeared very caring and motivated in providing the best possible care.

We would like to thank Joanne Hazelhurst and Anne Allison for their time and excellent information in reassuring our concerns.

Pat Taylor.



Anne Turner.