

Hospital Discharge Follow Up workflow guidance, for ASC community teams

Where has the *Hospital discharge follow up* workflow been generated from?

To manage the current circumstances and quicken up the Mosaic process for the Hospital teams around discharges, a new way of working has been implemented.

Hospital workers are using an **Assessment Notification (Hospital Use Only)** workflow step, which enables them to detail the current situation, propose a care plan, and send a task to purchasing, for discharge.

This is created from 'Start' and is a stand-alone workflow step- not initially connected to the usual Three Conversation workflow.

Hospital workers will keep this workflow step open to then complete the follow up section, actioned within 24 hours of the individual returning home.

Once this follow up has been completed, Hospital workers will send an appropriate next action to the relevant team, depending on the service in place.

For those individuals being discharged who were already receiving a service prior to admission, they hospital workers will choose an action of **Hospital discharge follow up**, so this can be picked up in the community.

Why has this *Hospital discharge follow up* step been sent to the community?

The hospital workers will send a Hospital discharge follow up step to the relevant neighbourhood team or Placement reviews team, for the following reasons:

Outcome of discharge, actioned by hospital worker:	Action required from relevant neighbourhood team:
Restart of services: with no amendments + no complexities + no concerns established at 24 hr check + family/support network in place.	<p>A Hospital discharge follow up WILL NOT be send to the neighbourhood team.</p> <p>Hospital workers will be selected NFA, and will be restarting the existing support only.</p>
Restart of services as above but no family/support network	<p>A Hospital Discharge Follow Up will be selected by the hospital worker, and scheduled for 7 days as a default. They will send this to the 'Hospital Discharge Follow Ups' team.</p> <p>[Note, this is a new team folder under the Placement Reviews team- the service in place doesn't have to be a placement, this is an additional task the Placement Reviews team are doing].</p>



<p>Restart of service, but with a. an amendment (e.g. increases, reductions, additional services added) OR b. complexities involved, OR c. concerns established.</p> <p>(or all above)</p>	<p>A Hospital Discharge Follow Up step will be selected by the hospital worker, which will be sent immediately to the relevant neighbourhood team.</p> <p>That neighbourhood worker will NFA the follow up and start the existing review workflow step already in their team folder.</p>
<p>Reablement support put in place for discharge, along with the ongoing service in place/ or with a suspended ongoing service in place.</p>	<p>Hospital workers WILL NOT send a Hospital Discharge Follow up to the neighbourhood team. Instead, they will select NFA, and pick up the existing review workflow step already there. They will review the reablement and make a decision around the ongoing services, once the reablement period is over.</p> <p>However, if the hospital worker is in A&E, then they WILL send a Hospital discharge follow up to the relevant neighbourhood team, for them to pick up this reablement review in the community, through the existing review in place.</p>

Completing the *Hospital discharge follow up form*:

- Firstly, ensure you have read the Hospital discharge form within the previous workflow step (Assessment Notification), completed by the Hospital team.
- Start the **Hospital discharge follow up** workflow step:

Person Summary – Ms Train Test (2177804)

Person Details > Summary Case History

Warnings

⚠ Client has a large dog

Demographic Information

Context: Adult

Case Status

Open 12/02/2020

Current Work

📄 Hospital Discharge Follow Up [Start](#) | [\(Access and Response\) Summary](#)



- Once started, you'll notice this is an empty step. You just need to select a next action:

The screenshot shows a 'Next actions' form with a dropdown menu for 'Select action' containing two options: 'Review to be brought forward' and 'No further action - scheduled review already in place'. A red arrow points to the dropdown. Below the dropdown is a 'Note' text area. The 'Priority' section has radio buttons for 'Urgent', 'Normal' (selected), and 'Low'. At the bottom right, an 'Add' button is highlighted with a red box. The form also includes 'Add and Close' and 'Close' buttons at the bottom center.

Select 'Add', and choose from the two drop down options.

- **If it is a restart of services, but no family/support network**, then you are most likely to select *No further action- scheduled review already in place*, FINISH this Hospital discharge follow up workflow step, and then case note the details of your follow up.
- **If the individual's service was amended for discharge, if there were any complexities/concerns or if A&E have set up reablement for discharge**, then you need to select *Review to be brought forward*, and FINISH this Hospital discharge follow up workflow step.
You will then be starting the Review workflow step already in your team folder for this individual, and detailing this follow up (including any change in needs, change in services, reviewing the reablement etc) in the Review.