

## Patient information factsheet

# Moving to another care provider

When you leave hospital, you will move to a temporary or permanent care placement with a care provider. This factsheet explains what will happen when you leave hospital.

### What happens when I leave hospital?

1. A member of the ward team will check that you are ready to leave hospital (medically optimised for discharge or MOFD). If you have any questions or concerns about leaving hospital, talk to a member of the ward team. The sooner you tell us, the more time we will have to help.
2. A member of the ward team will talk with you and your family about the care you may need after you leave hospital. This is called an onward care referral (OCR) assessment.
3. We will send this information to your local team who will make a plan for your care after you leave hospital. They will speak with you and your family to find out what works best for you. If they haven't contacted you, please let the ward team know.
4. Your local team will make arrangements for your care with a care provider. For example, they may arrange a place for you at a nursing home or a rehabilitation centre. This may be temporary or permanent.
5. The new care provider will assess your needs to make sure they are able to provide the right care.
6. After you leave hospital, your new care provider will look after you as you continue your recovery. This could include support at your home or in another care setting.



### What happens if my situation changes?

If you become more unwell while we are getting ready for you to move to your new care placement, you may need to stay in hospital for a bit longer.

If your needs change significantly, we will talk with you and your family, and do a new OCR assessment.

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## What if I live outside Southampton?

If you do not live in the Southampton area, we will send your information to your local transfer of care hub (TOCH) team. This is a support team who can link you up with care services in your area if you need them.

If you have any questions, telephone our discharge team.

## Contact us

### Hospital discharge team

Telephone: **023 8120 6758** (Monday to Saturday, 8am to 4pm)

Outside of these hours, please leave a message on our answerphone and we will aim to get back to you within 24 hours.

### Patient support hub

Telephone: **0800 484 0135** (Monday to Friday, 10am to 4pm)

Email: [patientsupporthub@uhs.nhs.uk](mailto:patientsupporthub@uhs.nhs.uk)

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For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit [www.uhs.nhs.uk/additionalsupport](http://www.uhs.nhs.uk/additionalsupport)

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