

GEN28 Discharge and transfer individuals from a service or your care

OVERVIEW

This standard covers the discharge of individuals from a service or your care. It follows on from discharge planning (which is covered by other competences) and should be carried out well before the actual discharge takes place. This standard includes explaining the discharge arrangements to the individual and ensuring that they understand and agree with them, and then facilitating the discharge in collaboration with the individual, significant others, and other health and care providers as appropriate to the discharge situation. Individuals may be discharged into their own care, or that of significant others or other health and care providers. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.The importance of clear communication with individuals with differing levels of understanding, differing cultures and backgrounds, and/or differing needs
- 2.What actions to take to ensure that individuals, and/or those supporting them, as appropriate, have the opportunity to clarify their understanding of information you are providing
- 3.How to recognise and acknowledge individuals' feelings about being discharged and the importance of doing this
- 4.The importance of recording information clearly, accurately and in a systematic manner
- 5.The issues regarding the gaining of consent in terms of its importance, how to obtain it and what to do if consent is not given
- 6.The actions to be taken to make contact with other health and care providers to which you are discharging an individual
- 7.What you should do when the receiving service cannot accommodate the individual you are discharging
- 8.The importance of providing clear information and advice on health care techniques and medications and the risks that arise if this is not done correctly
- 9.The information you would give to an individual being discharged regarding wound care, use of specialist equipment, exercises/tasks to be performed, diet and fluids intake, and rest requirements
- 10.The sorts of side effects which discharged individuals might expect to experience

following intervention and post-intervention medication, and what contra-indications they should look out for

11. When it might be necessary for an individual to have assistance with transport and what steps you would take to arrange this
12. The organisational policy and practices with regard to the keeping and sharing of clinical records and information
13. The legal requirements relating to discharge and how these influence your work
14. When it might be necessary for an individual to be escorted and what steps you would take to arrange this

PERFORMANCE CRITERIA

You must be able to do the following:

1. explain the discharge arrangements clearly to the individual, communicating with them in a manner and at a level and pace that is suited to them and their needs
2. manage obstacles to effective liaison and communication with individuals and significant others constructively to ensure successful discharge of the individual
3. gain any necessary authorisation for releasing information prior to doing so, in line with national and local legislation, policy and guidelines
4. check and confirm through discussion with them that the individual and any relevant significant other has understood and gives agreement to the discharge arrangements
5. make appropriate contact with the relevant health and care provider to advise them of the discharge, in line with national and local policy and guidelines
6. make prompt and effective alternative arrangements when the intended health and care provider is unable to meet the accommodation or overall health, care or personal needs of the individual being discharged
7. provide health care advice and information clearly to the individual and significant others, where appropriate, and provide them with opportunities to clarify and confirm their understanding of the health care advice given to them
8. interact with the individual in a manner that respects their privacy, dignity and rights and acknowledges the complexity of any decisions that they need to make
9. maintain confidentiality of information consistent with legislation, professional standards and your employer's policies
10. maintain timely, accurate, complete and legible discharge records in accordance with local policies and procedures
11. make the appropriate arrangements to facilitate the discharge of the individual
12. discharge the individual into their own care, or that given by a significant other or appropriate health and care provider after all necessary discharge arrangements have been made

ADDITIONAL INFORMATION

This National Occupational Standard was developed by Skills for Health. This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004): Dimension: HWB6 Assessment and treatment planning. This standard has replaced EUSC_11.