

GEN16 Inform an individual of discharge arrangements

OVERVIEW

This standard is about supporting the discharge of individuals from a health care service once the decision to discharge has been taken by an appropriate practitioner. This standard is suitable for anyone who is expected to assist in the discharge of an individual from the health care services. Discharge may be into the care of other health or social services or into the individual's own care, which includes care provided by family members and/or significant others. The standard includes clinical discharge procedures and covers the checking of discharge notes, the transmission of information and, in the case of individuals being discharged into their own care, the provision of advice and information on their after-care. 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 current European and National legislation, national guidelines, organisational policies and protocols in accordance with Clinical/Corporate Governance which affect your work practice in relation to informing an individual of discharge arrangements
2. Your responsibilities and accountability in relation to the current European and National legislation, national guidelines and local policies and protocols and Clinical/Corporate Governance
3. The duty to report any acts or omissions in care that could be detrimental to yourself, other individuals or your employer
4. The organisational policy and practices with regard to the keeping and sharing of clinical records and information
5. 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
6. The policies and guidance which clarify your scope of practice and the relationship between yourself and the practitioner in terms of delegation and supervision
7. The importance of clear communication with individuals with differing levels of understanding, differing cultures and backgrounds, and differing needs
8. 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
9. The information you would give to an individual who was being discharged and needed informing and advising about wound care, exercises/tasks to be performed, diet and fluids intake, and rest requirements

- 10.The sorts of side effects which individuals discharged into their own care might expect to experience and what contra-indications they should look out for
- 11.The steps you should take when there are communication differences
- 12.The importance of recording information clearly, accurately and in a systematic manner

PERFORMANCE CRITERIA

You must be able to do the following:

- 1.communicate with the individual in a manner and at a level and pace that is appropriate to:
 - 1.their level of understanding
 - 2.culture and background
 - 3.preferred ways of communicating
 - 4.needs
- 2.constructively manage obstacles to effective communication
- 3.provide advice and information in response to any queries the individual may have in accordance with your scope of practice
- 4.gain any necessary authorisation for releasing information prior to doing so
- 5.check and confirm through discussion with them that the individual, their significant other, family or carer, as appropriate, has understood the discharge information
- 6.maintain the confidentiality of information consistent with legislation and your employer's policies

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: Core 1 Communication