

Assisted discharge



Supporting patients to return home from hospital at the point they no longer require hospital care. Helping improve patient flow by enabling faster, safer discharges and preventing readmission.



The challenge

- Patient flow through hospitals
- People who no longer require hospital care residing too long in an acute bed
- Delays in ambulance services and accident and emergency departments
- Lack of social support for lonely and isolated patients
- Medically fit people deconditioning
- Delays due to transport issues
- Anxiety and reduced confidence of patients when returning home from hospital
- Reducing extended length of stay.



The service

A team co-located in a hospital and working in an integrated way with discharge hubs and wards, responding promptly to referrals and co-ordinating the transition home, including transport. **The team offer a mix of immediate practical and emotional support for up to 72 hours to ensure returning home is a smooth transition.**



The impact

- ▶ **Reduce bed occupancy** of patients who are ready to leave hospital
- ▶ **Speed up** the discharge process
- ▶ **Improve flow**
- ▶ **Remove practical and emotional barriers** to a timely discharge
- ▶ **Reduce** likelihood of readmission
- ▶ People feel **well supported** and less anxious
- ▶ People **regain their independence**
- ▶ People return home to a **safe environment**, with **access to food and support options** should their needs escalate.

*"I am so grateful for all you have done to help me get back on my feet and **feel so much more confident about moving forward** – I don't know what I would have done without you."*

Person supported

*"...BRC was there **within 20 minutes** and freed up a bed."*

NHS staff