

The Discharge Lounge

Welcome Pack



The Discharge Lounge at Royal Preston Hospital is under the division of Diagnostics and Clinical Support and our Directorate is Patient Access and Flow.

The Discharge Lounge is an integral part of the patients di

The management team for the above departments are:

Matron: Sharon Brown

Band 7 Manager: Sister Michelle Hayes

Band 6 Manager: Sister Pam Cuthbert

Discharge Lounge Contacts

Telephone 01772 523353/3153/3182

Email Discharge.Lounge@lthte.nhs.uk

The Discharge Lounge consists of a team of one Sister, five Staff Nurses, one Assistant Practitioner and five Healthcare Assistants.

The discharge Lounge is a unit for patients who have been assessed as no longer needing to reside in hospital. The discharge lounge work with all ward and departments within the trust. Patients who met the criterial as described in the Standard Operating Procedure Document (SOP) will be able to come to the discharge lounge whilst their discharge is being processed.

We can hold 21 chairs or 18 chairs and 2 beds.

The working week is 7 days. The working hours are:

- Mon - Friday: 8am – 8pm.
- Saturday – Sunday: 10am – 6pm.
- Bank Holidays: 10am – 6pm

Policies and Procedures

All the Trust Policies are available on the Intranet. You will need to read and be aware of the following policies

Attendance Policy

Uniform Policy

Mental Capacity Assessment

Safe Guarding

Sepsis Policy

Child Abduction Policy

SOP – Discharge Lounge

Each morning we have a team Daily Safety Huddle in the Discharge Lounge at 8.30am. It is compulsory for you to attend unless you have discussed with the Sister why you will not be there. Should you not start your shift until after the huddle please ensure you read all of the huddle and sign the front sheet to show you have read it.

Cross site working

Although you will usually have a base, you will be required to work across each of the departments when asked to ensure staffing levels are safely maintained.

This may include working at Chorley. The shuttle bus can be used to transport you to and from Preston.

Lunch breaks

30 minutes is allocated for lunch breaks usually between 12.00pm – 1.30pm. Our staff area is suitable for 2 staff members at once to have their break to ensure social distancing is maintained. Please also complete the track and trace sheet so that a record can be kept should we need it at a later date.

Fridges

We have a fridge in the kitchen. Please ensure your food is labelled with your name and the date. Any food unlabelled will be disposed of as per hospital protocol.

Lockers

We do not have lockers on the department. Your belongings can be kept in the cupboard in the Staff Room. The trust cannot be held responsible for items that may go missing.

Sickness & Absence

In case of sickness or absence, please ring the department and inform the shift co-ordinator who will ask you to ring later in the day to confirm an expected return to work date. The Sister, Lead Nurse or Matron must be informed.

Student nurses must also inform their university in addition to this.

Uniform Policy

Please adhere to the uniform policy:

- Clean ironed uniform
- Hair off collar
- Correct footwear
- Plain stud earrings
- Plain wedding band
- Bare below elbows
- No cardigans
- Visible ID badge
- Do not chew gum

Infection Control

Please help maintain a high standard of infection control by ensuring you wear the appropriate Personal Protective Equipment (PPE) when needed and always maintain effective hand hygiene.

Ensure Aseptic Non Touch Technique (ANTT) is carried out to a high standard and waste is disposed of in the correct manner. Contact infection control when you come across incidents such as C-Diff, MRSA and other infections that may require special precautions such as deep clean/fogging.

Safety & Security

If you ever feel threatened by anyone whilst in the hospital setting, try to get away ASAP, keeping yourself near a door.

Security can be contacted on 2215

They can also be fast tracked by dialling 2222 and stating “security, red alert”.

Emergencies

The procedure for an emergency situation in Outpatients is the same as any other area in the hospital.

Patients who come to clinic are often very unwell and the situation can quickly escalate to an emergency.

Please take the time to familiarise yourself with the emergency equipment and its location.

Dial 2222 in the event of a cardiac arrest stating “adult cardiac arrest” followed by Discharge Lounge, Next to Blood Clinic.

Our resuscitation trolley is on Outpatients Department on Deepdale Suite. At Weekends we can access the resuscitation trolley on SDEC.

Ensure you shout for help and use the emergency buzzer if available.

Ask colleagues for emergency equipment such as oxygen and a non-rebreather mask, the resuscitation trolley, glucometer, vital signs monitor and emergency trolley for transferring and come back in full level 3 PPE. (FFP3 mask, full gown, visor, gloves)

The current guidance advises not to commence any aerosol generating procedures (AGP) (i.e. using bag valve mask/pocket mask for breaths during CPR) unless you are in full level 3 PPE. This applies for both green and red patients.

If the patient is confirmed as having COVID or is displaying symptoms – treat them as amber/red and inform 2222 of this when you ring. Do not commence any compressions or breaths until full level 3 PPE is worn.

Carry out an A – E assessment and record the results on the NEWS2 chart.

In the event of hypoglycaemic attack, check the blood glucose level promptly and administer Glucoboost which is kept unlocked in case of emergencies in the Hypo Box. Glucogel and other medications can be given by a band 5 member of staff. The Hypo Box is again in Outpatients.

Mobile phones

Mobile phones **are not permitted at any times** apart from your break. If there are extenuating circumstances, please gain permission from sister.

Personal phone calls must not be made on the Trusts phones.

Emergency contact details

Please fill out your contact details and your next of kin contact details in case of emergencies. The form is attached to this pack and should be given to your mentor/sister. These details will be kept confidential and will be locked away securely.

Mentors

All student nurses will be allocated a mentor and new starters will be allocated a supervisor/buddy to help and support you in your new placement/role. However we expect all staff to take every opportunity to teach students and colleagues.

Complaints

If at any time you feel concerned about any issue, please do not hesitate to inform your mentor/sister who will address your concerns and do all they can to help you. In the unlikely event you are unable to speak to any of these, please discuss with another mentor/sister.

Datix's should be completed in the event of untoward incidents or near misses. PALS leaflets are available for patients and are located on all reception desks.

Student Nurses

Your Student Board is in the corridor opposite Room 3.

Suggested Spoke Placements for the Discharge lounge_– please see the student board and discuss with your mentors.

Pharmacy

Pharmacy Technician

Bed Manager

Discharge Facilitators

DAN's

AGE UK

All student nurses will be allocated a mentor and new starters will be allocated a supervisor to help and support you in your new placement/role.

You will have the opportunity to spend a week or two with other departments and time for your spoke placements.

Each student nurse will be allocated a mentor who will be responsible for completing your off duty, carrying out assessments, meetings and completing your paperwork.

We are keen for you to get the most out of your placement and actively encourage you to attend spoke placements to fulfil your learning and development. You will learn many skills such as understanding the discharge process, referring patients to the district nursing service, the role of AGE UK, medication safety, emergency situations and ensuring a safe discharge.

We would be very grateful if you would complete a feedback form for your mentor and any other nurses you feel have helped you throughout placement.

We hope you have an excellent placement with us.

Emergency contact form

Name:

Address:

Contact number:

Next of kin:

Relationship:

Contact number:

Address:

Date of Birth:

Additional information:

Useful Telephone Numbers

Discharge Lounge	3353 / 3153 / 3182
Michelle	07879 427423 Office 8257
Sharon	07754 200209 Office 4930
Helen	3381
Angela	4269
Chorley Discharge Lounge	5047 / 5678
Alex Hecker	07927 679133
Emily	7232
Site Bleep	
Surgical Bed Manager	
Medical Bed Manager	