Welcome to the Discharge Lounge

Information for patients
The Discharge Lounge offers a safe and comfortable environment for you to wait for your medications, ambulance transport, or for a family member to collect you before discharge.

To make sure inpatient beds are available in a timely way for patient’s who are admitted through accident and emergency, or for patient’s who are requiring a bed for a planned procedure, we aim to free as many beds as possible by 10.00am. If you are unable to leave the hospital by 10.00am on the day of discharge, you will be transferred to our Discharge Lounge, accompanied by a porter, while you wait to be collected by your family/friend or by hospital transport.

Why do you need to come to the Discharge Lounge?

- Because you are now well enough to leave hospital.
- Because we need the bed for someone who is acutely unwell and may be waiting in the emergency department for a bed to become available.
- Because beds are needed for patients coming into hospital for a planned procedure.
- The Discharge Lounge is a facility that all wards or departments within St. James’s site can use.
Facilities in the Discharge Lounge

- The Discharge Lounge is staffed with Registered Nurses, Care Support Workers and volunteers, who will help make your stay comfortable and will care for you while you wait.

- We have comfortable seating, television and a selection of magazines, books and newspapers.

- A selection of hot and cold beverages will be available. Snacks and a cold meal service are provided and will be available at mealtimes.

- There are dedicated toilet facilities available, including a disabled toilet and staff will assist with the use of these when required.

- We have two fully equipped bed spaces so that patients requiring stretcher transport home can wait in comfort.

- There is seating for 12 people including two recliner chairs.

Transport home

- Where possible, we would prefer that you make your own travel arrangements when you leave hospital. Please arrange for a relative or friend to collect you. We can telephone them to say you are in the Discharge Lounge and give them directions.
• We can arrange for a taxi to collect you, however, the charge for this would be at your own expense.

• Ambulance transport will only be offered if upon assessment it is agreed. You may have to wait up to up to four hours for hospital transport.

• If the ward staff arranges an ambulance for your discharge, you will only be able to take a maximum of two bags and one walking frame. If you have more bags, please could you arrange for family or friends to collect these prior to discharge.

• If possible, please ensure that you have your own clothes and shoes to wear for going home, to maintain your privacy and dignity.

• It is most important that you have access to your home - key, key safe number, relative or friend.
• Escorts are not routinely allowed to travel with you in the ambulance home.

• The Discharge Lounge provides a designated collection area within the car park directly outside the doors of the facility.

What happens if I become unwell in the Discharge Lounge?

In the unlikely event that you become unwell in the Discharge Lounge, you will be reviewed by a Doctor or experienced nurse and a decision will be taken to continue with your planned discharge or to readmit you to an area for further assessment.

The Discharge Lounge is equipped to deal with medical emergencies.

Medications

• You may be given medication when you go home and the nurses on the ward will explain to you how to take these medicines.

• If you have brought your own medications into hospital, these will be returned to you providing it is safe and appropriate to do so.

• If you require medicines for discharge, you may be moved to the Discharge Lounge to await your medications from pharmacy. The staff within the Discharge Lounge will collect these for you and explain to you how to take these medicines.
We hope you find the Discharge Lounge a positive and comfortable experience. If you want to comment about your time in the Discharge Lounge, or offer any suggestions for improvement, please complete this section of the leaflet.

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Thank you
Opening times
The opening hours are Monday - Friday 09.00 am - 19.00 pm.

Contact
Contact telephone: 0113 206 6332

Location
The Discharge Lounge is situated in Lincoln Wing, ground floor. The entrance is to the rear of the building as shown below.

St James’s University Hospital Site Plan

The Discharge Lounge entrance area is to the rear of this building - there are two short wait designated parking bays available.