

**Discharge quality standards – example script for use within organisations for consultation on the standards**

1. **Background**

The implementation of the nationalHospital Discharge Service, Policy and Operating Model has provided the opportunity for a more streamlined and timely approach to discharge into other settings. However, there are instances where the quality of that discharge has led to a poor experience for the patient and their families and sometimes left the person at risk of harm.

It was clear that there was not an agreed set of standards across our system, no one way of reporting, looking at and learning from any issues that arose.

There was a willingness across North Yorkshire and York to come together to develop one set of discharge quality standards which would become embedded across our systems.

Attached is the product of the work of the NY&Y Quality of Discharges Group which has had wide ranging input and collaboration from all partners. This group looked at all the available guidance and evidence and distilled this down to provide practical steps for each element of the discharge journey. We also developed a set of overarching principles to guide the work.

These standards are wide ranging and some of them are aspirational. We would like to ask for your views on these standards asking ourselves – 'is this the standard we expect and want for the people we care for?'.

The plan is to share the standards widely before implementation.

There is an interest in these standards becoming ICS wide and engagement is happening with our Humber colleagues.

Once approved we will look to how we might implement the standards, asking organisations and providers to look at a few key elements that will make a difference rather than expecting a quick and unrealistic implementation plan.

We acknowledge we may need some design work done on the standards to make them more user friendly and we will do this once all comments are collated during the consultation.

We appreciate you taking the time to look at and discuss the standards and look forward to hearing your honest and open feedback.

**Please provide feedback to ………………………… (enter person within your organisation leading the consultation) via …………………. (email or forum you are going to use) by close of play Friday 10 December 2021 in order for the NY&Y Quality of Discharges Group to collate the responses before a final version is released.**

Also attached is an infographic highlighting the differences in provision in care homes compared to hospitals to raise awareness and we ask you also share this with your teams.

With very best wishes

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