

Guidance for Reporting Unsafe Hospital Discharges.

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If a NYC assessor, ECH Manager, Care Home, Domiciliary Home Care Manager or NYC Reablement staff are made aware by the person being discharged or their family that a discharge has not been of an acceptable standard then the appropriate reporting mechanism should be followed.



Before reporting it is advisable to check the salient facts.


Always consider the safety of the person in the first instance and make any necessary referrals to adult safeguarding team if appropriate. This is completed by NYC staff via LLA for known persons and the portal on the NYC website for unknown persons and external agencies. Any incidents reportable under CQC regs and RNR's should also be considered and run parallel if necessary.

A discharge of concern or one that has been unsafe could be for any of the reasons below, this list is not exhaustive and other incidents could be considered:

- **When a person is discharged home without an intended support package in place**
- **When a person is discharged without medication**
- **When critical information is not shared with the person, family, and partner agencies that may cause harm to the person and their carers.**
- **When a person has been sent home before they are medically well enough to be supported at home.**
- **Failure to consider and put into practice the principles of the MCA and Best Interests legislation.**
- **Discharged without the prescribed equipment intended to keep a person and their carers safe.**

Details of how to raise concerns with each trust area:

Trust Area	Contact and process	Form Required
York & Scarborough	Complete the form and email to: yhs-tr.s2s.york@nhs.net	 S2S Incident from Ext Org - Blank.docx
Harrogate and District	Complete the form and email to: clare.simister@northyorks.gov.uk	 HARA - discharge monitoring form.do
South Tees	Email a summary of the concern directly to: steesdatix@nhs.net	
County Durham and Darlington Foundation Trust	Email a summary of the concern directly to: ulysses.cddft@nhs.net	

Airedale Foundation Trust	Email summary of the concern to: jane.hill40@nhs.net	
Yorkshire Ambulance Service	Complete the form and email to: yas.patientrelations@nhs.net	 YAS Raising Concerns Form.docx

integration@northyorks.gov.uk should be copied into any submissions to allow for explorations of any recurrent themes and follow up actions as a result.

If a hospital is not listed above and you are unsure of which trust to refer to please contact your local discharge hub or email integration team above.