

Hospital Based Complex Clinical Care

Guidance for Patients, Families, and Carers

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What is hospital based complex clinical care?

Hospital based complex clinical care is for people who need care and treatment that can only be given in a hospital or specialist NHS unit.

Complex care is provided when nursing and other daily healthcare needs are complex, specialist, unpredictable and intense.

How is the decision made to provide complex care?

The decision to provide complex care will be made after health staff, informed by the wider multi-disciplinary team, have assessed the needs of the patient, and agreed that ongoing hospital or specialist care is required. This will then be discussed with the patient (and carer and family if appropriate).

The multi-disciplinary team may consist of a range of different professionals including the following:

- Community care worker
- Dietitian
- Discharge co-ordinator
- Hospital doctor
- Hospital pharmacist
- Nursing staff
- Occupational therapist
- Physiotherapist
- Social care staff

Arrangements will be made for the patient to receive complex care in the most appropriate setting.

Reviewing complex care need

A review will be carried out at least every three months. It may be that over time, complex care will no longer be required. If this happens staff will discuss how future care needs will be met with the patient, or if appropriate the family or carer

Complex care provision is not dependant on a patient having any particular disease, diagnosis or on their age.

What happens if hospital based complex care is not required but some care is required on discharge from hospital?

Before a patient leaves the hospital, their ongoing needs will be discussed and planned.

A leaflet called 'Moving On' has been produced for people who are likely to need quite a lot of help when they leave hospital, and you can get this from a member

of health or social care staff. Information about where you can go for support and advice is also in this document. Information leaflets for people or family members who care for a friend or relative are also available.

When a final decision has been reached that someone is clinically ready for discharge there should be no delay. The Scottish Government is clear that no-one has the right to choose to stay in hospital.

How to appeal against a decision

If the patient (or carer or family) does not agree with a decision, they have the right to appeal, or an advocate, relative or carer can appeal on their behalf. The Patient's Advice and Support Service (PASS) can provide advice or help. Contact details are below. Note that the appeal is against the doctor's clinical decision.

An appeal should be made within five working days from the date the patient (carer or family) was informed of the decision to discharge. An appeal can be made verbally or in writing to the doctor, consultant or social worker.

Patient's Advice and Support Service – contacts

Website: www.patientadvicescotland.org.uk

Dalkeith	0131 660 1636
Edinburgh Central	Appointments: 0131 558 3681 Advice: 0131 557 1500
Gorgie and Dalry	Appointments: 0131 474 8081 Advice: 0131 474 8080
Haddington	01620 824 471
Leith	0131 554 8144
Musselburgh	0131 653 2748
Penicuik	01968 675 259
Pilton	0131 332 9434
Portobello	Appointments: 0131 669 9503 Advice: 0131 669 7138
West Lothian	Appointments: 01506 431061 Advice: 01506 432 977

Compliments / Complaints / Feedback

If you would like to send a compliment, complaint or feedback, contact the **NHS Lothian Patient Experience Team**

Address	Freepost RSTR-RLJH-YLTRNHS Lothian, Waverley Gate, 2 – 4 Waterloo Place, Edinburgh, EH1 3EG
Telephone	0131 536 3370
Email	feedback@nhslothian.scot.nhs.uk
Website	www.nhslothian.scot.nhs.uk/YourRights/ComplimentsConcernsComplaints