

APPENDIX 6. Troubleshooting - frequently asked questions

1. What should I do in the situation where a patient states that they want to be discharged for end of life care but their family/ carers state that they do not wish this to happen?

- Investigate the family's fears and reasons.
- It may be possible to provide reassurance or allay fears
- If unable to support discharge, discuss with patient

2. What should I do in the situation where a patient states that they want to be discharged for end of life care but carers are not available?

- Investigate what services are available in the community to support discharge
- If unable to support discharge, discuss with patient

3. What should I do in the situation where a patient states that they want to be discharged for end of life care but a member of the MDT feels it is not appropriate?

- Investigate reasoning.
- If unable to support discharge, discuss with patient

4. What should I do in the situation where a patient states that they want to be discharged for end of life care over a weekend period?

- Find out what supports are available and accessible over the weekend
- Weigh up the benefits and risks of discharging patients at this time
- Make a decision on whether to support the discharge or not, that is in the best interests of the patient
- If unable to support discharge, discuss with patient

5. What should I do in the situation where a patient states that they want to be discharged for end of life care but they live in an upstairs flat and are unable to climb the stairs?

- Liaise with ambulance service to determine feasibility of transfer

6. How can I best prepare carers?

- Explore carer expectations around care delivery
- Explore carer fears.
- What to do if the patient is symptomatic
- What to do when the patient dies
- Involvement/impact on children
- Ensure patient goes home with enough medications for the short term and a prescription for refill
- Check that prescribed medications are available in local pharmacy.
- If on a syringe driver/pump, provide a prescription.
- Provide medications/administration equipment/prescription for night nurse to use
- Go through medications with carer so that they recognise when to administer and for what reasons.

National Rapid Discharge Pathway for Patients Who Wish to Die at Home

- Ensure there are stat medications available to treat for nausea, pain, secretions, anxiety.

7. What do I do in the situation where a patient does not have a medical card?

- In cases where a medical card is required in emergency circumstances, such as when a patient wishes to be discharged home to die, an emergency medical card may be issued.
- No means test applies and cards will be issued within 24 hours
- Liaise with Social Work or the individual's GP in order to arrange for its provision.
- Ensure that the GP is informed of the GMS number if the Social Worker has made the application prior to discharge.

8. Who do I advise carers to contact in the event of an emergency?

- Ensure carer is aware of which professionals are available to support them and how to contact them.
- Check who is available to give support within their social circle