

Criteria-led discharge

Information for patients, relatives and carers

In acute and specialist medicine, we are dedicated to providing you with kind and effective care. We do this by working together as a team. Criteria-led discharge (CLD) is a clear process that helps us make sure you leave the hospital at the right time. Your medical team sets the criteria. Then the nursing team follows this to make sure we discharge you safely. Many other NHS hospitals use this process successfully.

What does this mean for me?

Each morning, the medical team and the wider multidisciplinary team (MDT) meet on the ward for a discussion. The MDT includes ward nurses, physiotherapists, occupational therapists and ward pharmacists. During this meeting, if we think you're potentially ready to go home, the medical team will agree on some criteria that will help us decide whether it is safe to discharge you. Then we can use this to discharge you over the weekend. For example, we might need to:

- check your vital signs (your heart rate, blood pressure, temperature) to make sure you're well enough to go home
- make sure you have the right support to move around your home when you get back

We will have your discharge paperwork and medications by Friday evening at the latest. We'll also arrange transport for you if you need it. The medical team might also arrange for you to have blood tests early on the day of your discharge. This means we will have your results by 10.00.

On the day you are due to go home, your nurse will check that you meet all the criteria before confirming that you can go home.

What happens if I do not feel ready to be discharged or the criteria are not met?

If you have any specific concerns, please try to tell the medical or nursing team by Friday morning at the latest. This gives us enough time to talk to you and respond to your concerns properly.

If you're worried about something new on the day of your discharge, please speak to your nurse. Your nurse might be able to help, but if needed, they will talk to the medical team for more advice. Please know that the medical team will not send you home until they feel you are ready to leave the hospital safely.

How do I give feedback about my visit?

We want to hear your **suggestions** or **comments**. Your feedback helps us provide the best service. You can always speak to a member of staff.

You can also contact the **patient advice and liaison service (PALS)** on **020 3312 7777** (10.00 to 16.00, Monday to Friday excluding bank holidays) or email at imperial.pals@nhs.net. The PALS team will listen to your concerns, suggestions or questions and they can help solve problems.

You can make a complaint by ringing **020 3312 1337 / 1349** or emailing tr.Complaints@nhs.net. The address is Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street, London W2 1NY.

Other ways to read this leaflet

Please email us at imperial.communications@nhs.net if you need this leaflet in a different format. This could be large print, Easy read, as a sound recording, in Braille or in a different language.

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

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