[insert name and address of recipient]

[insert name and address of sender]

[insert date]

Dear [insert name of CEO of hospital/Director of Adult Services/ PALS contact]

**Re.:** [insert name]

**D.O.B.**: [insert date of birth]

**NHS No.** : [insert NHS number]

I am writing to raise my concerns about the way that the discharge of [insert name] is being handled. I am concerned that

* the hospital plans to discharge [insert name] before it is safe to do so.[delete as appropriate]
* there is not enough support in [insert name]’s care plan to make the discharge safe [delete as appropriate]
* [insert name]’s discharge assessment and care planning was not carried out correctly[delete as appropriate]
* [insert name] has been ready for discharge since [insert date] and no/inadequate discharge planning has taken place

**Facts of the case**

[Insert name] was admitted into hospital on [insert date]. [insert name] was admitted because [insert details of admission]. Upon admission [insert name] was [insert details of health upon admission e.g. taking food, able to walk]

[Insert name] was treated by [insert name of Doctor] for [insert details of treatment]

[insert name] is now [insert details of current state of health]

I am now particularly concerned that

* [insert details of specific concerns e.g. no specific diagnosis or cause for the deterioration in health has been identified]
* [insert details of specific concerns e.g. no provision has been made for the change in care needs resulting from the deterioration in health]
* [insert details of specific concerns e.g. [insert name] was not involved in the discharge assessment and care planning process and no reasonable adjustments were made]
* [insert details of specific concerns e.g. the proposed support and treatment upon discharge is inadequate and unsafe because…]
* [insert details of specific concerns e.g. [insert name] has been ready for discharge since [insert date] but the discharge has not happened because of the delay in assessment and care planning on the part of [insert]
* [insert details of specific concerns e.g. No discharge coordinator has been appointed and there are concerns around communication and information sharing in relation to discharge]

I refer you to the NICE guidelines on Transition between inpatient hospital settings and community or care home settings for adults with social care needs which can be found here: <https://www.nice.org.uk/guidance/ng27>

**Next Steps**

In light of the facts above, I would like to urgently request that

* The hospital carries out an urgent investigation into the failures with the discharge process [delete as appropriate]
* The hospital take immediate steps to ensure that reasonable adjustments are made and that appropriate and adequate treatment is provided to [insert name] [delete as appropriate]
* the hospital delays the discharge of [insert name] until it is safe to do so [delete as appropriate]
* the hospital and the local authority work together to ensure that there is adequate support in [insert name]’s care plan to make the discharge safe [delete as appropriate]
* a new discharge assessment and care plan is carried out [delete as appropriate]
* a discharge assessment and care plan is arranged with immediate effect in order that [insert name] can return home. [delete as appropriate]
* appoint a discharge coordinator with immediate effect [delete as appropriate]

Given the urgency of this matter, I look forward to hearing from you in this regard within the next [24/48 hours] [delete as appropriate]. If we do not hear from you within this time period we will be raising a safeguarding concern with the local authority [delete as appropriate]

Yours sincerely {delete as appropriate]

[insert name]

[insert job title]

[insert name of org]

[insert telephone number]