

HOSPITAL BASED COMPLEX CLINICAL CARE

What is hospital based complex clinical care?

Hospital based complex clinical care (HBCCC) is for people who need complex care and treatment that can only be given in hospital because nursing and healthcare needs are specialist, unpredictable and intense.

What happens before you are transferred to a complex care assessment unit?

The clinical team looking after you will consider whether you would benefit from complex care assessment.

At this time it is very important that the clinical team discuss your wishes, should your health start to deteriorate.



HBCCC units provide excellent care that concentrates on a comfort-based approach.

They do not routinely provide intravenous therapy or complex investigations. HBCCC units do not offer formal rehabilitation, but this can be accessed if required.

How is the decision made to provide complex care?

The final decision to provide complex clinical care will be made after a full assessment within 6 weeks of transfer to this specialist setting. This assessment will be completed by the specialist team who will decide whether you have ongoing needs that require hospital-based care or could be provided in a community setting. Ongoing care needs and where these can be provided will be discussed with you (and your carer or family if appropriate).

Reviewing complex care need

If it is agreed that ongoing hospital-based care is required, then this will be reviewed on a 3-monthly basis. It may be that over time, complex care will no longer be required. If this happens staff will discuss with you how future care needs will be met with you (and your carer or family if appropriate).

If it has been agreed that your future long-term care needs would be best met in a care home, a social worker will work with you, your family or carer(s) to look at your options. Your assessment will recommend the type of care home that will meet your needs.



A list of suitable care homes in your chosen location and financial considerations will be provided from which a minimum of 3 choices should be made.

If none of your preferred care homes has a vacancy, a place in a temporary care home which can meet your needs will be identified.

Once a vacancy arises in the home of your choice you will be given the option of relocating. Every effort will be made to support you through this process. We must make it clear, however that not engaging with the discharge process or not choosing a care home will not stop discharge taking place.

A moving on meeting will be scheduled if agreement can not be reached regarding an appropriate care home.

How to appeal against a discharge decision

In the unusual circumstance where you (or a carer/family member) does not agree with a decision regarding a discharge from hospital, you have the right to appeal, or an advocate, relative or carer can appeal on your behalf.

An appeal should be made within 5 working days from the date the patient (carer or family member) was informed of the decision to discharge. An appeal can be made verbally or in writing to the doctor.

Patient advice and support services

Patient Advice Scotland

Website: www.patientadvicescotland.org.uk

Telephone : 01620 824471

Carers of East Lothian (COEL)

COEL office is situated in the main foyer of the hospital

Website: www.coel.org.uk

Telephone: 0131 665 0135

Compliments / complaints / feedback

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

Website: www.nhsllothian.scot.nhs.uk/YourRights/ComplimentsConcernsComplaints