

Change 7: Engagement and choice

	Not yet established	Plans in place	Established	Mature	Exemplary
Information and support to decide care	No advice or information about discharge options available at admission.	Co-designed information packs are being prepared with patients and their families to ensure that they are helpful resources.	Admission advice and information leaflets in place and being used in different formats to engage with people, regardless of how they fund their care.	People and their family and carers are aware of the value of making timely decisions about discharge.	People and their family and carers, regardless of how they fund their care, are engaged and supported to go home or to a step-down facility to enable them to make a considered choice about future care and support needs.
Choice protocol	No choice protocol in place.	Choice protocol being written or updated to reduce long length of stay.	New choice protocol implemented and understood by staff.	Choice protocol used proactively to challenge people as necessary.	All staff understand choice and can discuss discharge proactively, and there is good consideration of safeguarding concerns. People feel empowered to manage their own discharge.
VCSE provision	No provision in place to support people to make decisions about their care, regardless of how they fund it.	Health and social care commissioners co-designing contracts with VCSE or other support.	VCSE support in place, providing advice and information.	VCSE or other provision integrated in discharge teams to support people, regardless of how they fund their care, home from hospital.	Everyone is supported through the discharge process, from admission. People are provided with good information in good time to make decisions about their future care.