

## Red Bag FAQs

### 1. What happens to the Red Bag if the resident is discharged to a new Care Home?

The red bags are the property of the care home they have been assigned to and should not go with the resident if they move to a new care home.

The resident's belongings, documentation and medication will be transferred out of the red bag by the ward staff and into a clean hospital bag. The ward staff should then clean the red bag, store it on the ward and inform the Impartial Assessor that the red bag is ready to be picked up.

If you have not received your red bag back within 3 weeks of the resident being discharged to a new home, please try contacting the ward the resident was on and the Impartial Assessors. If you are still unable to locate the bag please contact the new home the resident was discharged to as the bag may have been sent there with the resident. If you are still having problems please contact [redbag@enhertsccg.nhs.uk](mailto:redbag@enhertsccg.nhs.uk)

### 2. How does the Red Bag get back to the Care Home if the resident passes away in hospital?

Each Red Bag has an identification number which is unique to each Care Home. The ward will need to inform the Impartial Assessor that the bag has been cleaned as is ready to return to the home. If you have not received the red bag within 3 weeks of the resident passing away, please contact the Impartial Assessor, providing them with the ward the resident was on and the ID number of the bag. If you are still unable to locate your missing bag, please contact the family as they may have picked the red bag up by mistake.

### 3. Does each resident have their own Red Bag?

No, there will not be a Red Bag for each resident. If you feel you need more or less red bags, please email [redbag@enhertsccg.nhs.uk](mailto:redbag@enhertsccg.nhs.uk)

### 4. How will the Red Bag be cleaned?

When the Red Bag returns to the Care Home, please follow the cleaning instructions, which are inside the bag, to ensure you comply with infection control.

### 5. Do we use the Red Bag when admitting to all hospitals?

Currently the Red Bag is only to be used for emergency admissions to the Lister Hospital, although we are looking to roll this out into PAH. We appreciate you may not always know which hospital the ambulance crew will be taking the resident to so we have made sure surrounding hospitals are aware of this project and so we will be able to get the bag back to your home.

### 6. Do we get extra copies of the documentation?

The first copy of the documentation will be provided and HCPA have emailed copies to all the Care Homes. Care Homes can also access electronic copies of the documentation on the website [www.hertsredbag.co.uk](http://www.hertsredbag.co.uk). If documents are updated, the website will be updated with the new versions and HCPA will email the new documentation to all the Care Homes.

**7. Are all Care Homes using the Red Bag?**

Currently only older people Care Homes are using the Red Bag. If you believe you should have a red bag and you don't, please contact [redbag@enhertscg.nhs.uk](mailto:redbag@enhertscg.nhs.uk)

**8. Who do we contact if we have any queries about the Red Bag?**

Any queries can be sent to [redbag@enhertscg.nhs.uk](mailto:redbag@enhertscg.nhs.uk) and someone from the project team will respond as soon as they can.

**9. What happens if the ambulance service tells us we must include all medication?**

Please ask for the name of the crew and send an email explaining what has happened to [redbag@enhertscg.nhs.uk](mailto:redbag@enhertscg.nhs.uk). We will follow this up with East of England Ambulance Trust.

**10. What happens if the bag does not come back to the care home with the resident?** If the resident returns home without the Red Bag please call the hospitals IDT/IA who should be able to locate the bag for you.

**11. What happens if we need more Red Bags?**

We have a limited supply of red bags. If you feel you need more Red Bags please email [redbag@enhertscg.nhs.uk](mailto:redbag@enhertscg.nhs.uk) and someone from the project team will respond as soon as they can.

**12. When the resident is in hospital, how do you know who's bag is who's?**

There is a small clear pocket on the outside of the Red Bags which should have a card/paper inside containing the patients' name and Care Home contact details

**13. What happens if the resident returns and some of their belongings are missing from the Red Bag?** Please call the ward that the resident was discharged from and discuss this with the ward staff

**14. If the resident is going into hospital for a routine operation does the Red Bag have to be used?** These bags are intended to be used just for Emergency Admissions. However, if a resident is having a routine operation but will be spending the night in hospital then you can use the Red Bag.

**15. Do care homes need to send critical drugs into hospital with the resident?**

If a patient is on any rare or critical drugs then we advise that these are packed in to the red bag and sent into hospital with the resident.

**16. Should care homes be sending in liquid paracetamol with the resident to hospital?**

The hospital pharmacy team has advised that there is no need to send liquid paracetamol in as soluble paracetamol is available in most areas and will (in most cases) be a suitable substitute.