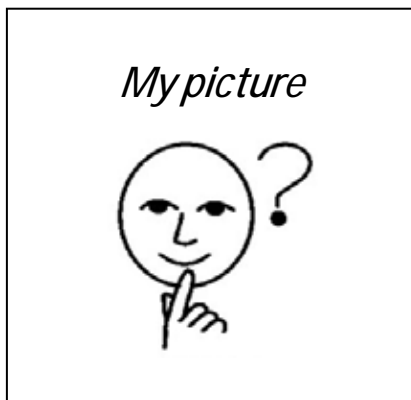


# Information about me

My name is: \_\_\_\_\_



Date filled in: \_\_\_\_\_

This folder will help everyone who cares for me to understand my special needs and requirements.

## Message to parents and carers

This folder has been designed to help everyone who is caring for the person you are looking after whilst they are in hospital. It will let the hospital staff know about any special needs and requirements. This is important, as the owner of this folder may not be able to communicate these things for himself/herself.

You will be able to fill in details about the person you are caring for, such as their likes, dislikes, abilities, fears, conditions, medicines, allergies and any other physical and mental requirements. There will also be space for you to keep notes while the person you are caring for is receiving treatment, as it is often difficult to remember everything that is said or done. Please give as much detail as possible. If you need anything explained to you, PLEASE ASK!

## Message to hospital staff

This folder has been designed to help you consider and address the safeguarding issues that are likely to affect your patient during their hospital stay. The owner of this folder may be unable to communicate for himself or herself. The folder contains information about the patient and the parents or carers looking after them. Please refer to it to find out important information about the physical, psychological and emotional needs of this patient. Please leave this folder with the patient so that other healthcare professionals can use it.

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# Information about me

My name: .....

What I like to be called: .....

Where I live: .....  
.....  
.....

My date of birth: .....

Name and telephone numbers of my parents / family carers: .....  
.....  
.....

Name and telephone numbers of paid support workers: .....  
.....

My next of kin is: .....

Next of kin's telephone number: .....



## Communication

Can you speak? If you can, are there any particular words that people find difficult to understand? Please tell us what they are.

Do you use noises or signs to communicate?

If you do, please describe them, and tell us what they mean.

Do you have hearing loss or a hearing difficulty?		
Do you use sign language?	Yes	No
Can you read and write?	Yes	No
Can you use symbols?	Yes	No
Can you understand simple instructions, e.g. single words and short phrases?		
Can you understand complex instructions, e.g. more than one instruction per sentence?		
Please tell us if there are any communication tips we can use to help you, e.g. speaking louder or slower, using eye contact or repetition or lip speaking?		
Do you get agitated when you are in hospital? If yes, how do you show it?		



## Personal care

What can you do independently?  Can you wash and dress yourself?  What do you need help with?		
Need help with washing	<b>Yes</b>	<b>No</b>
Need help with cleaning teeth	<b>Yes</b>	<b>No</b>
Need help brushing hair	<b>Yes</b>	<b>No</b>
Need help dressing	<b>Yes</b>	<b>No</b>
Need help with personal care	<b>Yes</b>	<b>No</b>
Need reminding to do personal care	<b>Yes</b>	<b>No</b>
Do you need bed rails?	<b>Yes</b>	<b>No</b>

# Continence

<p>Do you use continence aids? If you do, what are they and do you need help with them?</p>		
<p>Do you need help going to the toilet? How much help do you need?</p>		
<p>Do you need reminding to go to the toilet?</p>	<p><b>Yes</b></p>	<p><b>No</b></p>
<p>Do you suffer from constipation? If you do, how do you treat it?</p>		

## Medication

<p>What medication are you on, and how do you prefer to take it, e.g. tablets, liquids, at certain times of the day with set activities like meals, on a spoon, etc?</p>	
<p>Have you brought your usual medication into hospital with you? How is it stored, e.g. blister packs, individual bottles etc?</p>	

## Eating and drinking

Do you have trouble chewing or swallowing?		
Do you have a special diet? If you do, what is it?		
If you have a PEG tube, what is it used for, e.g. food and/or medication?		
Do you have any problems drinking? If so, what are they?		
Do you have your drinks thickened?	<b>Yes</b>	<b>No</b>
Do you have special plates, cups or cutlery? Have you brought these into hospital with you?		
Can you use a knife & fork?	<b>Yes</b>	<b>No</b>

<p>Are you a slow eater? How long does it take for you to eat your meal?</p>	
<p><u>Are you allergic to any foods?</u> <u>If yes, what are you allergic to?</u></p>	
<p><u>If you are allergic to any foods, is the reaction mild, moderate or severe?</u> <u>What medication do you take for that allergy?</u></p>	

# Eating and drinking

	Things I like <b>J</b>	Things I don't like <b>L</b>
Tea		
Coffee		
Soft drinks		
Meat		
Gravy		
Fish		
Pasta		
Fruit		
Ice cream		
Yoghurt		
Cheese		
Vegetables		

Salad		
Bread		
Breakfast cereal		
Sugar		
Sweetener		
Add other food or drink...?		

# Mobility

<p>Are you able to walk?</p> <p>Do you need anything to help you walk?</p> <p>If you do, what?</p>	
<p>Do you need help getting about or getting into bed or into your wheelchair?</p>	
<p>Do you have : -</p> <p>False teeth?</p> <p>Glasses?</p> <p>Hearing aids?</p>	



## Daily routine

How will you feel about being in hospital?		
Do you usually sleep well?	<b>Yes</b>	<b>No</b>
How long do you sleep for at night?		
Do you like to have a sleep during the day? How long for usually?		
What makes you angry? How do you show it?		
If you are angry or upset, what helps you to calm down?		
Are there things you are nervous or afraid of, like stairs, lifts, machines etc?  If there are, what are they?		

# Pain

<p>Do you show pain or discomfort?</p> <p>If you do, how do you show it, e.g. crying, shouting, rubbing the area, pulling away?</p>	
<p>Do you show anxiety or fear?</p> <p>If you do, how do you show it, e.g. crying, shouting, turning away?</p>	

# Personality

<p>How will you feel about the doctors examining you?</p> <p>How will you feel about having injections, a drip, a catheter, a feeding tube?</p> <p>You will only have these things if you really need them to get better</p>	
<p>Will you need support from your usual carer while you are in hospital?</p> <ul style="list-style-type: none"><li>· All the time?</li><li>· Just during the day?</li><li>· Just during the night?</li></ul> <p>Please give details about the specific support you will need from your usual carer.</p>	

Do you have any habits or behaviours that are very specific to you?

If you do, what are they?

How can the nurses and doctors help you with these things?

What do you like doing when you are at home?

What are your favourite TV programmes?

Do you like drawing and colouring?

Do you like music?

Do you support a football team?

Do you like outdoor activities e.g. cycling, swimming, trampolining?

## Visiting

<p>Who will be coming to visit you while you are in hospital?</p>	
<p>Do you have an advocate? If yes, what is their name?</p>	

My family carers or next of kin are:

Name ..... Relationship .....

Name ..... Relationship .....

Name ..... Relationship .....

Name ..... Relationship .....

My paid support/care workers are:

Name ..... Care worker

Name ..... Care worker

Name ..... Care worker

Name ..... Care worker

Name ..... Care worker

## Information for all carers

When the person you are caring for is admitted to hospital, the medical and nursing staff will put together a care plan for them to cover their medical and nursing needs while they are in hospital. Staff are reliant on you to advise them about the person's learning disability and how this may impact on the care they want to provide, and also you will be able to advise on actions staff can take to make medical and nursing care easier for the person to cope with.

You may wish to stay with the person while they are in hospital and even provide aspects of care but that is not expected of you and any care that you do want to provide should be negotiated with the nursing staff on the ward. The person you usually care for should be happy with this of course.

Many family carers use the time when the person they are caring for is in hospital as a respite from caring. This information then needs to be clearly documented for access by all the nursing staff who will come into contact with the patient.



## Caring responsibilities

A high percentage of carers feel compelled to stay with the person they support to comfort and reassure them but also to ensure their safety and their needs are understood and met. Many carers feel that there is a lack of awareness around learning disability and that time pressures mean that staff do not attempt to communicate with the patients properly, resulting in inadequate care, particularly with regards to food, mobility and toileting arrangements.

If you want to use the time while the person you care for is in hospital as respite from caring, you should feel confident that the staff have all the relevant information about the person you care for to care for them effectively. If the patient is unable to communicate for themselves, the staff will consult the 'Information about me' form that is included in this folder and which will accompany the patient's care plan.

If you wish to participate in the care of the person you are caring for while they are in hospital, make clear what it is you wish to do and make sure it is recorded in the care plan. If you are providing care and you are a family carer, you are entitled to free tea and coffee, meals from the trolley and a free car parking permit. If these are not offered speak to one of the nurses or to the Patient Relations Team.

## Staying overnight

Several wards have overnight stay facilities for family carers. If these are all in use, you should be offered an easy chair and blankets and pillows to make you as comfortable as possible in the circumstances. Let the nursing staff know that you wish to stay overnight so that appropriate arrangements can be made for you to be comfortable.

## Who to contact if you have problems

If you have any difficulties in obtaining any of the information or services mentioned in this leaflet or if you think the person you are caring for is not receiving adequate care, you should speak to the person who is managing the ward and show them this folder. If you need further advice or support, ask to speak to the Learning Disability Liaison Nurse, a senior nurse who can help you with information and help sort out any issues that may arise on the ward. She can be contacted on 0118 322 8159. Patient Relations can also provide you with information and help you get the services you need. The Patient Relations office is behind the reception on Level 2 of the main entrance building or you could telephone them on 0118 322 8338.

There is also a Trust leaflet titled *I am a carer: information for carers of people coming into hospital*, which you can obtain from the ward, the Learning Disability Liaison Nurse or Patient Relations or download from the Trust website [www.royalberkshire.nhs.uk/information-for-carers.htm](http://www.royalberkshire.nhs.uk/information-for-carers.htm)

## Communication aid

Use these symbols and pictures to show what you want or what you are feeling. If you have your own set of symbols that you use at home, please bring these with you and show them to the hospital staff.

<p>Tea</p> 	 <p>Coffee</p>
 <p>Water</p>	 <p>Write</p>
<p>Hot</p> 	 <p>Cold</p>

Yes



No



Up



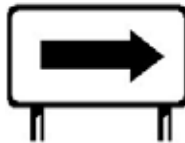
Down



Left



Right



I feel  
sick



Pain



Stop! I don't understand



I want to speak



Family



Food

Toilet



Wash

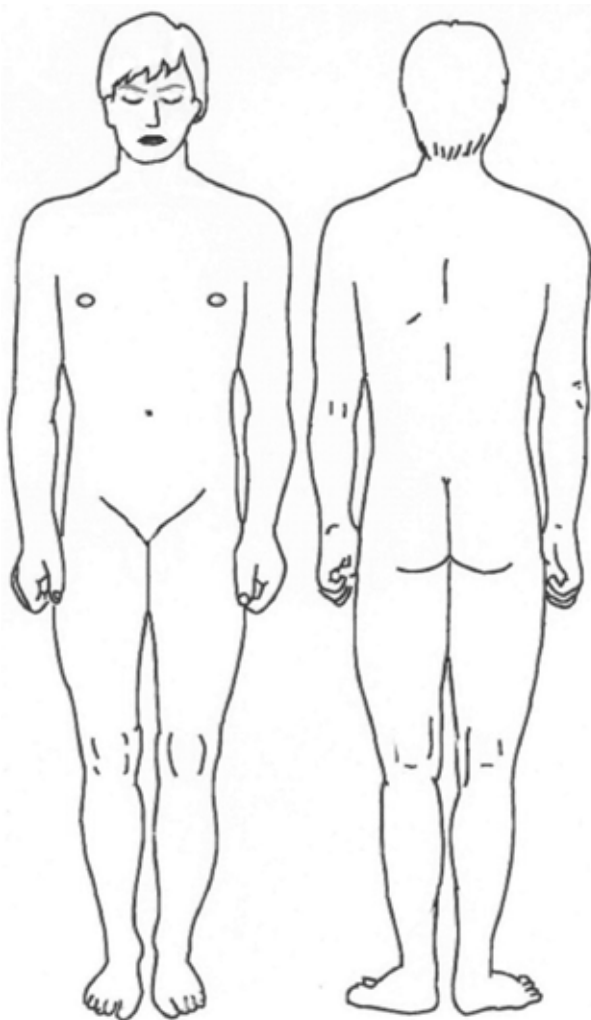
Phone



Bedpan/  
Bottle



Please use this diagram to show where you have pain or discomfort. Point to where it hurts.



## Useful contact details

### Learning Disability Liaison Nurse

Tel: 0118 322 8159

07879 425803 (mobile)

jane.wooldridge@royalberkshire.nhs.uk

### Adult Safeguarding Nurse

Tel: 0118 322 7482

07557 318973 (mobile)

elizabeth.porter@royalberkshire.nhs.uk

### Patient Relations Team

Level 2, Main Entrance

Royal Berkshire Hospital

Tel: 0118 322 8338

talktous@royalberkshire.nhs.uk

### Berkshire Carers Hub

Helpline: 0118 324 7333

ask@berkshirecarershub.org

<http://www.berkshirecarershub.org/>

Bracknell carers can telephone: 01344 266 088 or email

info@signal4carers.org.uk. Wokingham carers can contact: 0118 974

6000. Windsor, Ascot and Maidenhead carers can contact Signal 4

WAM Carers on 01628 947974 or email:

waminfo@signal4carers.org.uk

### MENCAP Learning Disability Helpline

For information and advice about learning disability

Tel: 0808 808 1111.



MENCAP (Newbury) 01635 38964  
MENCAP (Wokingham) 0118 979 8539  
MENCAP (Reading) 0118 966 2518

Bracknell Learning Disability Services  
Tel: 01344 354 466  
Tel: 01344 786 543 (out of hours)

Reading Learning Disability Services  
Tel: 0118 937 6553  
Tel: 01344 786 543 (out of hours)

Slough Learning Disability Services  
Tel: 01753 690 860  
Tel: 01344 786 543 (out of hours)

South Oxfordshire Learning Disability Services  
Tel: 01865 897 974  
Tel: 0800 833 408 (out of hours)

West Berkshire Learning Disability Services  
Tel: 01635 503551  
Tel: 01344 786543 (out of hours)

Windsor & Maidenhead Learning Disability Services  
Tel: 01628 670117  
Tel: 01344 786543 (out of hours)

Wokingham Borough Council

LD Specialist Health Services Community Team:

Tel: 0118 936 8681

Optalis (long-term support): 0118 974 6832

West Berkshire Advocacy (WEBCAS)

Tel: 01635 500863 (Newbury)

Tel: 0118 979 2031 (Wokingham)

For information about the departments and facilities at the Royal Berkshire Hospital, visit the Trust website at [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

Patient Information Service  
Royal Berkshire NHS Foundation Trust  
June 2019

## Notes

Please use this space and the following page to write notes, any questions you may have or to jot down other useful information.

# Notes