



**Royal Berkshire**  
NHS Foundation Trust



# Getting involved with your loved one's care

Information for relatives  
and carers

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**It is not always clear how you can help when someone you care for is in hospital. This leaflet explains how you can offer support alongside the ward nursing team, in the best way possible for you and the patient.**

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### **What care the ward team can provide:**

- Assist with personal hygiene
- Administer medication
- Monitor patients' condition
- Provide food and beverages
- Help with toileting
- Help to mobilise patients
- Provide emotional support
- Reposition immobile patients
- Provide wound care
- Provide information and education
- Deliver end of life care

### **What you can do for your loved one:**

We would like to encourage you to help with small elements of personal care. This support and familiar presence can be very comforting for patients in an unfamiliar place and can help to improve your loved one's care.

- Order their favourite food from the hospital menu
- Provide mouth care (before and after meals) and help with feeding
- Assist with toileting
- Apply creams and / or ointments
- Bring in their clothes, blankets, photographs etc.
- Bring in their favourite toiletries, cosmetics etc.

- Cut their nails or organise chiropody services
- Help them shower, wash and style their hair
- Bring in their favourite snacks or drinks
- Shave them if required
- Engage in their preferred activities
- There may be an option to take them to the garden / café – please discuss with the nurse in charge first though

**If you are not sure if your help will be safe or appropriate for the patient, ask the nursing team for advice!**

## Are you a carer?

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support. Our commitment to supporting and improving the experience of carers has led to the Royal Berkshire NHS Foundation Trust signing up to the acute hospitals carers charter and we continue to strive towards improving carer experience. Visit our website to view a copy of the Carer Passport and find out what we can offer you.

Visit <https://www.royalberkshire.nhs.uk/patients-and-visitors/accessible-information-and-reasonable-adjustments/carers-support> for further information.

If you have any queries or question as a carer then please contact Karen O'Leary (Patient Experience Liaison Nurse) - [karen.oleary@royalberkshire.nhs.uk](mailto:karen.oleary@royalberkshire.nhs.uk)

If you are a carer, your feedback is important to us so that we can continue to make improvements in how we support carers. Please spare a few minutes to complete our carers survey.

## Leading Together Programme

This leaflet has been created as a project for the 'Leading Together Programme'. The authors worked in co-operation with a range of teams at the Royal Berkshire NHS Foundation Trust to make the patients' families and friends aware of help they may provide to their loved ones during their stay in hospital.



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To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information in another language or format.**

RBFT Department of Elderly Care, October 2018

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