

“You made a day that was miserable and dreary and turned it into fireworks.”



Talk to us

Please talk to any member of the Care Crew if you have any queries or questions.

You will find us either on the ward or in our Activity Room located on Burghfield Ward.

Patient and public feedback

We welcome your comments and suggestions. Please provide your feedback directly to the Care Crew team members, ward staff or by e-mail. Feedback will be used to shape our future service.

How to contact us

Direct Activity Room telephone number:

0118 322 7904

care.crew@royalberkshire.nhs.uk

Bringing normality to hospital:

We encourage all individuals to wear their own clothes/shoes from home. Often, individuals are more comfortable and feel more able to do things while in hospital.

Additionally, family photographs or personal items offer comfort while staying in an unfamiliar hospital environment. But please note that the RBHFT cannot take responsibility for lost items.



Working to #endPJparalysis

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The Care Crew, February 2019

Review due: February 2021



Care Crew

Who we are and
what we do

0118 322 7904

This leaflet explains the role of the Care Crew on the Elderly Care wards at the Royal Berkshire Hospital.

Who we are

Hello, we are the Care Crew. You can find us dressed in red and we mainly work with individuals across the elderly care wards.

Coming into hospital can be an unexpected and anxious time; so our aim is provide activities that can help break up the day, keep you busy and act as an opportunity to spend time with others.

We work Monday to Friday, 8am-4pm and offer activities on and off the wards.



What we do

Group activities:

An example of the activities are:

- Horse racing game
- Barbershop / Spa
- Gardening
- 'No cook' baking
- Tea/coffee newspaper mornings
- Hand massage and guided meditation
- Arts and crafts
- Board games/puzzles
- Reminiscence
- Musical memories

Our group topics are flexible and are designed with your interests in mind, so please speak with one of the Care Crew if you wish to participate in a different activity.

Individual time:

If you are bedbound or not feeling well enough to participate in a big group, we can spend individual time with you and can offer activities at your bedside.

“They make you forget all your medical problems and bring back a bit of normality into hospital life.”

Eating at the dining table:

During dining hours we encourage you to step away from your bedside and eat at the dining table with others. This is an opportunity to meet new people, re-engage in routines from home and to have a change of scenery while on the ward.

I am a relative / carer, is there anything I can do to help?

We are always happy for help! We firmly believe that it is really important that we get to know the individuals we work with so finding out their likes and dislikes can really make a difference. Filling in the '8 Important things about me' form can immediately help us identify important information about your relative/friend. This can be located above the patient's bed or ask a member of staff.

We also encourage you to find a member of our team, which will help us discover ways to make your relative/friend's stay in hospital a positive experience.

“This is the happiest I have seen mum in a long time.”