

NHS

Royal Berkshire
NHS Foundation Trust

Leading Together Programme



Family, you are part of the team

Getting involved with your loved one's care

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 NHS nursing team, in the best way possible for you and the patient.

What care nurses 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
- Deliver end of life care

What care nurses cannot provide:

- Cut the patient's hair
- Force feed a patient

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

What you can do for your loved one:

- Order their favourite food from the hospital menu
- Help with feeding
- Provide mouth care
- Assist with toileting
- Apply creams and/or ointments
- Bring in their clothes, blankets, cushions 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 foods or drinks
- Shave them if required
- Engage in intellectual activities

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

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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