

If you wish to participate in the care of the person you are caring for while they are in hospital, please discuss whether this will be possible with the nursing staff on the ward

Please make clear what you would like to do and if it is agreed that it would be appropriate it should be recorded in the care plan. Be assured that you can and should ask the ward staff for help with specific tasks if you need it.

If you do decide to help with care you are entitled to tea and coffee and meals from the trolley. Please liaise with the ward manager regarding this.



Talk to us

Do talk to a staff nurse or the ward manager if you have further questions or need to discuss any concerns about you or your relative/friend's care or future plans.

Patient and public feedback

The Trust welcomes your comments and suggestions. Please pick up a 'Talk to us' leaflet from the ward.

You can also ask the ward clerk about the Friends and Family test.

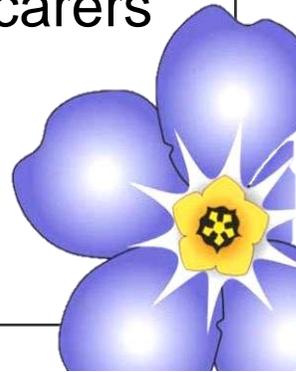
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Forget me not relatives & carer information
August 2018
Review due: August 2020

NHS

Royal Berkshire
NHS Foundation Trust

Forget me not
Information for
relatives and carers



The *Forget me not* initiative aims to enhance the patient experience by improving communication and interaction between the patient, carers and staff.

Which patients would benefit?

Patients who have difficulties communicating their needs or who may currently be suffering from some kind of memory problem. The aim is to help staff identify that the patient needs extra support.

What does it involve?

Putting the *Forget me not* card behind the bed is a discreet sign to draw attention to staff that the patient may need extra help or supervision whilst trying to maintain independence and mobility.

What can you do to help?

We know that a stay in hospital can be upsetting. In order to ensure that we are giving the most person-centred care it is helpful to know a person's preferences. We have a booklet called '*Information about me*' and a sheet behind the bed '*8 important things about me*' which helps you to provide this information.

Likes – There are spaces to tell us what you like. Housekeeping staff will be able to see what you would prefer to eat and drink. We will know what helps you to feel settled and what you like to do to fill your time.

Dislikes – Tell us what you don't like. Let us know what might make you feel more upset.

Background – Other pages will ask about your background. This will help people like volunteers,

porters and ward staff to talk to you about things that are familiar. Let us know about other things that will help us look after you. People often bring in familiar objects such as family photographs.

Tell us if you have glasses, hearing aids or use other ways to communicate and bring them in to hospital.

Bringing your own clothing and nightwear can make you feel more comfortable.

I am a carer – what if I wish to help with care?

Some carers like to use time while someone is in hospital to have some respite. By completing the '*Information about me*' booklet or '*8 things about me*' sheet you should feel confident that the staff have all the relevant information about the person you care for to care for them effectively.