This leaflet has been designed to give you important information about your relative / friends stay in hospital and your role as a carer.
Introduction
We understand that being a carer can be stressful at times, especially when the person you care for is in hospital. This leaflet is written to provide support and guidance for carers during this time. It gives information on the services available and the people who are here to help you in Diana, Princess of Wales Hospital (DPOW) and the wider community in Grimsby.

Admission to Hospital
When a person is admitted to hospital it can be a difficult and confusing time, but especially for people with dementia. At DPOW Hospital we aim to help the patient feel as comfortable as possible in their new surroundings, and we also have many staff within the ward who have undertaken additional training aimed at caring for people with dementia.

Your Role is Essential
The unfamiliar surroundings of a hospital ward can naturally be unsettling for a person with dementia. Your role is important; it can be helpful to bring familiar objects, for example, some photographs, games, radio or a clock to help your dependent feel more ‘at home’.

It will also help them considerably if the person you care for has their dentures, glasses and hearing aids with them and are used as much as possible while they are in the hospital.

We would welcome your input if you would like to be involved in the care of the person you care for. Seeing a familiar face or familiar objects can help the person with dementia feel more comforted.

Please inform the nurse in charge if you would like to do so. The ward staff will remain responsible for the care and treatment of the patient just as they would for all other patients on the ward. Carers can:

- Stay with the patient outside of routine visiting hours
- Provide support at mealtimes and choose meals for their loved one
- Offer key information to the staff about the patient

Please look out for any changes to the usual routines and patterns and also any changes in mood or behaviour. As you know the person you care for well, any feedback you can give us as to anything out of the ordinary would greatly help the way in which we care and respond to them.

Who is on the ward?
It is important for you to know that the ward team is here to help you and answer some of the questions you might have.

Ward Sister and nursing team:
On the ward, the Ward Sister and nursing team will be your first point of contact. Do not hesitate to talk to the Nurse in Charge if you would like to know more about the care of your dependent.

Ward Doctor / Consultant:
You can also talk to one of the doctors on the ward if you would like to know more about treatment.

Hospital Mental Health Liaison Team:
The Mental Health liaison service is a team of specialist mental health professionals whose role it is to ensure any person who is hospital has access to quality mental health assessment and treatment.
The mental health liaison service aims to:

- Commence a thorough mental health assessment
- To work with the hospital team to ensure mental health needs are met
- To aid in your recovery
- Assist the hospital team to plan your discharge as soon as possible

Ward Dementia Champion

Each ward should have a Dementia Champion. This person should be able to give you guidance, advice and information. The dementia champion is usually identified on the ward but if you would like to know who it is then please ask a member of staff.

Operational Matron

This is a senior nurse leader who supervises a group of wards. If you wish to have a more in depth discussion, or if you have any concern or suggestions to voice, they might be the one to talk to. Their contact details can be obtained from the nurse in charge.

Admiral Nurse

Admiral Nurses are employed by Navigo Mental Health services and offer help, guidance and emotional support to family and friends of a person diagnosed with dementia in most settings, including home. You can ask directly for support by telephoning 01472 320429, or ask a professional to refer you with your consent.

DPOW’s ‘My Life’

My Life makes sure that hospital staff can give the best care that is tailored to the person you care for. Components of My Life are outlined briefly below:

My Life Sign 🌈

Patients with dementia will have a My Life symbol on a magnet beside their name and / or above their beds so that ward staff can give the best care that is tailored to the person you care for.

My Life Booklet

During your visits to hospital you may be asked if you would like to spend time with the person you care for filling out a My Life Booklet. As you read through the booklet it highlights the person you care for - personal preferences and individual needs. It is simple to complete can be done at home or you may wish to spend time doing this with the person you care for whilst in hospital. Keep the original safe and make multiple copies for other such as the GP and / or any other people involved with the person you care for. It is a document to help the staff and yourself give the person with dementia the best possible experience in hospital.

Caring Together

This is a document that recognises the information, advice and knowledge you have about the person with dementia, can enhance their stay in hospital and can inform and help the ward staff. It encourages the staff to work with you and recognises the invaluable support, knowledge, experience and care you give and in turn support and value you as an important member of the person with dementia’s care.
Carer’s Survey
We collect feedback from patients and carers using this questionnaire. We greatly value all comments and will use them to strive to improve the experience of our patients and carers. Please fill in a survey and return to the ward or a member of staff.

Things you may not know
As a carer, you are entitled to an assessment of your own needs if you intend to or provide regular amounts of care. This allows Social Services to offer advice and support for you and the person you care for. If you would like this assessment, please tell the nurse in charge of the ward who will complete a referral for you or you can contact social care directly on 01472 256256 to request a carer’s assessment.

As the hospital environment is very different from the person’s usual surroundings there may be a higher chance of the person you care for becoming more confused and disorientated. This can lead to ‘acute confusion’ and can happen when a person is unwell in addition to their symptoms of dementia. Acute confusion can develop suddenly and is caused by things such as medication, surgery and pre-existing and new medical problems. It tends to improve when the things that causes it improves. For more information on acute confusion please contact the medical staff, the mental health liaison team, Admiral Nurses or the Alzheimer’s Society.

Carers: looking after yourself
When you are caring for someone with dementia, it can be easy to ignore your own needs and forget that you matter too.

If you are caring for someone with dementia, be prepared for the fact that you will need support at some point. You will probably need a lot of different types of help and support, ranging from practical care to give you time off from being a carer, to having someone to talk to about your feelings and concerns.

Be clear about what support you need, especially when you ask for help in the form of services.

Don’t forget, our staff are always happy to discuss your concerns and answer any questions that you may have.

Further help and support for carers can be found at:
The Alzheimer’s Society
The Alzheimer’s Society provides information and assistance to those who are living with dementia and their carers. Their website (www.alzheimers.org.uk) lists publications on dementia. The local office number is 01724 848594.

Admiral Nurses
You can contact the Admiral Nurses directly on 01472 320429, or you may wish to attend a peer support group they facilitate at the George Hardwick Centre, Victoria Street on alternative Thursdays 2-4pm.

Carers UK
Carers UK provide advice, information and support for the carers of those who are elderly, seriously ill or have disabilities. Their Advice line number is 0808 808 7777. Further information can be found online at www.carersuk.org
Dementia Support Group
A support group for carers of someone with any memory problems. Here you can have a drink of coffee / tea and meet with other carers in a friendly, informal environment. The group is held every second Tuesday of the month. Contact the NEL Carer’s centre, part of the George Hardwick Foundation on 0845 302 5525

Other Support
There are also a variety of other mechanisms to support carers including, the Carers Alert Card, Carers Support Groups, activities, social events and carers' breaks to meet individual needs. Information and advice on all services available for carers can be found by contacting the Carers Support Service on... or the Adult Social Care Single Point of Access on 01472 256256.

Contact details for Further Information
If you would like to discuss dementia care in our hospital with a member of senior nursing staff, please contact the Quality Matron with the Lead for Dementia on 01472 874111 ext 2758.

Concerns and Queries
If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which situated on C Floor.
Alternatively you can email: nlg-tr.PALS@nhs.net

Confidentiality
Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.). Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Zero Tolerance - Violent, Threatening and Abusive Behaviour
The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.
All acts of criminal violence and aggression will be notified to the Police immediately.

**Risk Management Strategy**
The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

**Moving & Handling**
The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, you may speak to any member of the nursing staff, the designated keyworker within the department or the Trust Moving & Handling Coordinator.

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Grimsby
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Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
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