

Primary/Community Care Services

Services for Older People
What can I expect and what can I do to help?

Ward

Hospital

The Named Nurse is

Telephone

FAX

Information leaflet for relatives and friends.

What can I expect from you?

Coming into hospital or moving ward can be a worrying and upsetting time for everyone. We will help you feel comfortable and secure by introducing people you will be involved with or who will be supporting you and your relative/friend. We will show you around the ward including where your relative/friend will sleep and answer questions that you may have.

What will you can expect from me?

With the permission of your relative/friend we may ask you for information about them and their life and about the care they need and want. This will help us to involve them and people who are important to them in deciding the best treatment and care we can give.

What will my relative/friend need to bring into hospital with them?

They will need the same things that they need at home however we hope the following guide will help you:

- **Medication** - if your relative/friend is coming into hospital from home, they should bring in the medication that they have been taking or a list of these. If they are moving from another ward or hospital, we will receive this information from the staff in the ward they are moving from.
- **Clothing** – your relative/friend will need
 - ✓ Underwear including tights, stockings or socks

- ✓ Nightwear
- ✓ Shoes and slippers
- ✓ At least five full sets of clothes (but more if you wish)

If they are unsure or this is difficult for them, please speak to us. We will make a list of clothes brought in and arrange for them to be discreetly marked with the person's name. The marking and laundry service can take some time so we would advise that, if possible, bring in more clothes, at least to begin with. It is important that you let us know if new clothes are brought in so that we can add these to the person's list and get them marked.

- **Laundry Service** – this is free but if you prefer, you can take the person's laundry home to wash. If the hospital laundry is used, clothes should be able to be washed at a high temperature. If you are not sure, please ask us to check whether the clothes you bring are suitable.
- **Toiletries** – your relative/friend will need to bring toiletries for their personal use. As a minimum they will need soap, shampoo, hairbrush, toothpaste and toothbrush or denture cleaning powder/tablets. Men will also need a razor and shaving soap/foam. They should bring in other items that they would normally use like deodorant or perfume/after-shave.
- **Money** – your relative/friend will need some money to pay for personal items or services like hairdressing and toiletries. We will provide a receipt for any money that is handed in. Up to £15.00 can be held in the ward safe in an individual account for your relative/friend. If you want to check how much money your relative/friend has in the ward, staff (with the person's permission) will give you this

information. In some circumstances, you may be looking after the person's money. We will help you and your relative/friend with this and any arrangements you may need to make.

- **Personal Items** – your relative/friend is encouraged to bring in photographs and ornaments to make their sleeping area more individual and familiar. We would advise against bringing valuable things or things that are sharp or made of glass because of security and safety reasons. If you are unsure please speak to us about it. We will compile a list of personal belongings that will be filed in the person's notes. It is important that you tell us about things that are brought in after the person first comes in so that the list can be kept up to date. If your relative/friend uses special or adapted equipment at home that helps them to communicate or be independent please ask us if they need to bring this in with them.

When can I visit?

We encourage people to visit and visiting arrangements are open. We are happy to discuss individual arrangements with you.

This leaflet can be provided in other formats or other languages according to your individual needs.