

Partnering in your care



- We are here to help you – talk to us if you have any worries or concerns about your care and treatment
- Make sure you know how to use your call bell to alert your nurse. Your nurse will check on you regularly throughout the day and night
- We will introduce ourselves to you and your family members and give you the confidence to trust us with your healthcare – if someone does not introduce themselves, please ask them to do so

Preventing infections



- Hand hygiene is the single most important factor in reducing infection whilst in hospital. Please wash your hands before and after visiting the toilet and before all meals
- All people (including staff and visitors) need to clean their hands before they touch you
- It's ok to ask our staff if they have washed their hands before having contact with you

Your medication



- It is important that you tell us about all the medications that you are currently taking
- Tell us if you have an allergy or you do not understand what your medication is for
- Talk to your doctor, nurse or pharmacist about any concerns you might have about your medication
- We will check your identification band, and ask your name, date of birth and address EVERY time you are given a medication
- It is important that you are given information about all medications that you are going to take at home – you may be given a brochure or printed information by your nurse or pharmacist

Patient identification



- We will regularly check your identification to ensure we give you the right care
- Tell us if any of your personal information is wrong or needs updating
- Always wear your identification band on your wrist or leg
- Tell us if you have any allergies – if so, you will be given a red identification band

Handing over patient information



- All staff looking after you need up to date information about your condition and treatment
- The sharing of information between staff involved in your care is known as “clinical handover”
- You can expect that staff will involve you in handover information on a regular basis to keep you informed and ensure that your needs are being met
- If you have any worries or concerns about your treatment, please let us know

Using blood products safely

- Some patients may require a blood transfusion during their hospital stay
- If you do require a blood transfusion, the nurses will ask you to tell them your name, address and date of birth and you will be required to sign a consent form



- If you object to having a blood transfusion, it is important that you discuss this with your doctor and that your wishes are recorded in your medical record

Preventing pressure injuries



- Pressure injuries are caused by unrelieved pressure, shearing or friction resulting in pain and damage to skin and sometimes underlying tissue
- In hospital, patients are at risk when they are lying or sitting on a chair
- On admission, an assessment will be completed to determine if you are at risk of developing a pressure injury
- To help prevent a pressure injury, try and keep moving – even in bed. Change your position as much as possible to reduce pressure
- Keep skin clean and dry – moisturise very dry skin
- Alert your nurse or doctor if you notice any areas on your skin showing changes or if there are areas that are painful
- We are happy to help you change position and can provide a special mattress or cushion for support

Detecting changes in your health condition



- Our staff are trained to detect any changes in your health
- You and your loved ones can help by letting staff know if you do not feel well, if you think that your health condition has changed, or if you think that something does not feel 'right'
- Your nurse may contact your doctor on your behalf if you have any worries or concerns

Preventing falls



- Patients are at an increased risk of falling when they are in hospital
- On admission, a falls assessment will be completed to determine if you are at risk of a fall
- Staff will discuss with you ways to help you avoid a fall
- Please use your call bell to call for assistance if you need to get out of bed
- Wear laced-up or snug-fitting shoes or slippers with rubber soles
- If you have a walking aid, make sure it is in good condition and that it is the right size and height for you
- Use your walking aid and do not rely on furniture for support
- Take your time when turning around or when you are moving from a lying position to a sitting and standing position
- We are here to help you, so please don't hesitate to ask for support if you need it