

# Supporting the carer/relative of inpatients with Dementia in our hospitals

## Introduction

This leaflet aims to help and support you in your role as a carer/relative when the person you care for is in hospital. It also aims to signpost you to important information about services within Gloucestershire to support people with dementia and their carers.

## Supporting your relative/cared for person when in hospital

Please also take a copy of the Trust leaflet GHPI1044 'Information for carers attending Gloucestershire Hospitals NHS Foundation Trust' as this provides important information about support for all carers within our Trust.

If your relative/cared for person has been issued with, and completed the 'Living Well with Dementia' handbook it would be helpful if you brought this in and shared this with us to enable us to know more about your relative/cared for person. The handbook contains information to help and support you and the person you care for.

Please share a copy of the 'This is me' leaflet with the ward team, as this will help us to get to know the person you care for and to understand more about them and their life to date. If you do not have a 'This is me' leaflet, please ask the care team for a copy.

Hospital admission can be disorientating for a person with dementia. Please visit the person you care for and be involved as often as you are able.

Tell the nurse in charge if you would like to be involved in the plan of care when in hospital, for example, support at mealtimes, supporting outside of routine visiting hours or if you would like to stay.

If possible, please bring in a small clock, a table top calendar, some photographs and familiar things to help to support the person to feel more 'at home' when in hospital. We will do our best to keep these safe, however please do not bring items of value or which are irreplaceable.

PI reference:

**GHPI1205\_05\_15**

Department:

**Dementia Steering  
Group**

Review date:

**May 2018**

Within our Trust, we use a purple butterfly symbol by the patient's bed and a butterfly image on the Hospital Identity wristband, to ensure all within the care team are aware of the need to provide extra support for the patient. Please let us know if you do not wish this to be used.

### **Please also read the Trust delirium leaflet**

People with dementia are at higher risk of developing delirium when they are in hospital. Delirium is mental confusion that can happen when a person becomes medically unwell. It is also known as 'acute confusional state'. Medical problems, surgery and medications can all cause delirium. Delirium starts suddenly, but usually improves when the condition causing it improves. Please take a copy of the Trust leaflet GHPI1174 'Delirium' and ask the ward nurse/doctor if you would like more information.

## **The ward team, here to help**

### **Ward sister/charge nurse and nursing team**

Please ask the nurse in charge at the time of your visit if you would like to be given information about the patient's care plan, discharge plan or if you have any questions. If you would like to meet with the Ward sister or charge nurse please ask and if they are currently not available an appointment can be arranged for you. Your nurse will be able to advise you on contacting other members of the care team.

### **Ward consultant and ward doctor**

Please ask the ward doctor if you would like more information about the care and treatment plan. The nursing team will be able to advise you how to arrange a meeting with the ward doctor or consultant.

### **Hospital Mental Health Liaison Team**

For some patients with dementia it may be appropriate to involve the hospital Mental Health Liaison Team. If the team are involved in the plan of care for the person you care for, the nurse in charge and the ward doctor will share this information.

### **Ward dementia champion**

This is a member of the ward team who has an additional role to share best practice guidance and act as a source of information for

their team, promoting the highest standard of care for our patients with dementia.

### **Hospital Adult Social Care Team**

As a carer, you are entitled to an assessment of your own needs. If you would like this assessment, please tell the nurse in charge of the ward who will complete a referral to the hospital Adult Social Care Team. The team can also help with advice and social care support for you and the person you care for. Your nurse will be able to advise on how to contact the hospital Adult Social Care Team.

When at home you can also contact the Adult Social Care Helpdesk on:

Tel: 01452 426 868

Website: [www.gloucestershire.gov.uk/socialcare](http://www.gloucestershire.gov.uk/socialcare)

### **Ward lead nurse/modern matron**

This is a senior nursing leader with responsibility for overseeing a group of wards or clinical departments.

The matron can support you if you have any concerns or suggestions you wish to discuss at a more senior nursing level. Contact information is available from the nurse in charge of the ward and is also shown on posters displayed within the ward area.

### **Patient Advice and Liaison Service (PALS)**

PALS welcome your feedback on your experience in hospital.

Freephone: 0800 019 3282

Tel: 0300 422 6831

### **Community Patient Advice and Liaison Service (PALS)**

Gloucestershire NHS Care Services

Edward Jenner Court,

1010 Pioneer Avenue

Gloucester Business Park

Brockworth

Gloucestershire

GL3 4AW

Tel: 0300 421 8313

## **Services to support people with dementia and their carers within Gloucestershire**

### **The role of the GP for the person you care for**

The GP leads on the care and treatment plan when the person you care for is at home and also supports their health care assessments and reviews. Health care advice and support is available and your GP can signpost you to relevant services and care professionals who could provide you with help and support.

There is a Dementia Community Nurse attached to each GP Practice, ask the GP for more information.

### **2gether NHS Foundation Trust - 'Managing Memory 2gether service**

Memory assessments and treatment services for people with dementia are available. 2gether also provides carer education and offers an information service.

Tel: **0800 694 8800**

Website: [www.2gether.nhs.uk/managing-memory-2gether](http://www.2gether.nhs.uk/managing-memory-2gether)

### **Alzheimer's Society Gloucestershire**

This society provides information, education, advice, support and guidance for people with dementia and for their family and carers.

They also provide Gloucestershire's Dementia Advisor Service, which gives information and advice on how to access services and support for people with a diagnosis of Dementia.

Helpline Tel: 0300 222 11 22

Tel: 01452 525 222

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Dementia Advisor Service - Tel: 01452 525 222

### **Carers Gloucestershire**

This is an independent, carer-led charitable organisation that seeks to empower, support, advise and give information to carers across the county, to promote their rights and enable them to make positive choices to improve the quality of their lives.

Carers Line Tel: 0300 111 9000  
Tel: 01452 386283

Website: [www.carersgloucestershire.org.uk](http://www.carersgloucestershire.org.uk)

In addition the following services are provided by Carers Gloucestershire:

- Positive Caring Programme group sessions to support carers  
Tel: 01452 500 885
- Access to a Carers Assessment
- Emergency Carers Scheme Tel: 0300 111 9000

### **Gloucestershire Young Carers**

Tel: 01452 733 060

Email: [mail@glosyoungcarers.org.uk](mailto:mail@glosyoungcarers.org.uk)

Website: [www.glosyoungcarers.org.uk](http://www.glosyoungcarers.org.uk)

### **Dementia Web Gloucestershire**

This is a dementia information resource for the people of Gloucestershire to help support people with dementia, their families, their carers and professionals. Information about dementia and the support and care services available locally, can be found here.

### **24 hour Dementia Helpline – Tel: 0845 120 4048**

Website: [www.dementiawebgloucestershire.org.uk](http://www.dementiawebgloucestershire.org.uk)

### **Age UK**

The largest independent organisation in the county working with, and for, older people.

Tel: 01452 422 660

Website: [www.ageuk.org.uk/gloucestershire](http://www.ageuk.org.uk/gloucestershire)

### **Gloucestershire County Council**

Adult Social Care Helpdesk

Tel: 01452 426 868

### **Gloucestershire Hospital NHS Foundation Trust**

#### **Internet website and Carers page**

Website: [www.gloshospitals.nhs.uk](http://www.gloshospitals.nhs.uk)