

To find out other ways that our Trust supports carers, visit www.royalberkshire.nhs.uk/patients-and-visitors/accessibility/carers-support or ask for a copy of 'Information for carers and Carer Passport' on the ward.

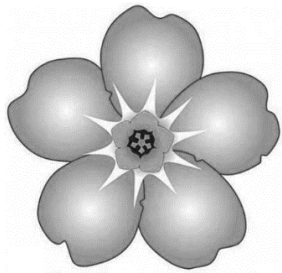
Talk to us

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

Patient and public feedback

The Trust welcomes your comments and suggestions.

Please ask the ward clerk about the Friends and Family test.



Carers Café

If you support someone who is currently in hospital, come along to our monthly Carers Café, where you can receive support, information, advice and a free cup of tea. The Carers Café takes place the second Tuesday of every month from 3pm to 4pm in the Eating Hub, which is in South Block at the Royal Berkshire Hospital.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

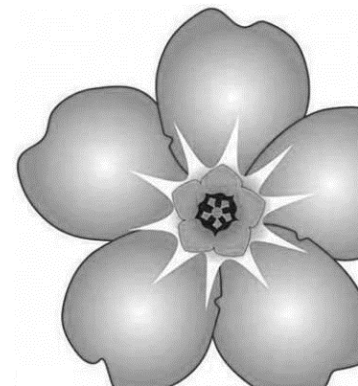
RBFT Elderly Care, November 2024
Next review due: November 2026



Royal Berkshire
NHS Foundation Trust

Forget me not

Information for patients, 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 may currently be suffering from a 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 remind staff that the patient may need extra help or supervision, while trying to maintain independence and mobility.

What you can do to help...

We know that a stay in a hospital can be upsetting. It is helpful to know a person's preferences to ensure that we are giving the most person-centred care.

We have 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 the patient likes. Housekeeping staff will be able to see what they would prefer to eat and drink. We will know what helps them to feel settled and what they like to do to fill time.

Dislikes: Tell us what they don't like. Let us know what might make them feel more upset.

Background: You can also let us know the patient's background. This will help people like volunteers, porters and ward staff to talk to them about familiar things.

Let us know about other things that will help us look after them. People often bring in familiar objects, such as family photographs.

Tell us if they usually wear glasses, hearing aids, or other ways to help communicate, and bring them into hospital.

Bringing the patient's own clothing and nightwear into hospital can also make them feel more comfortable.

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

Some carers like to use the time while someone is in hospital to have some respite. By helping us complete the '**8 things about me**' sheet to make the staff aware of your loved ones' preferences, you should feel confident that the staff have all the relevant information about them to care for them effectively.

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 agreed as appropriate, it should be recorded in the patient's care plan. You can and should still ask the ward staff for help with specific tasks if you need it.

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