



Care of Older People

Information for patients and carers of those with dementia or acute confusion

What is Dementia?

Dementia is a generic term which describes the symptoms that occur when the brain is affected by certain diseases or conditions. There are many different types of dementia although some are far more common than others. They are often named according to the condition that has caused the dementia.

What is Delirium?

Delirium (sometimes called 'acute confusional state') is common in older people. It is characterised by problems with memory and reasoning which has an acute onset and fluctuating course. It usually develops over one to two days and is usually caused by physical ill health such as a urinary tract infection

At University Hospitals Coventry & Warwickshire NHS Trust (UHCW) we aim to make your stay as comfortable as possible and have put together some things to help:

- The "Forget-Me-Not Care Bundle" is a set of simple actions to enhance the care of a patient with confusion. This includes the completion of a 'Getting to Know Me' form which is a simple form that can be filled in by the patient or carer to give the staff information to better understand and improve the care for the patient. Ask for a form or you can download it from www.uhcw.nhs.uk/for-patients-and-visitors/dementia-care-at-uhcw#What
- The patient will be given a sky blue pillow case to indicate that they require enhanced care
- UHCW is committed to providing patients with extra needs, the help they require. The patient will be checked hourly and given assistance with food and drink and help with finding their way around the ward environment
- The patient will be offered regular reassurance, and told where they are and what's going on, this really helps the person to feel safe and calm
- There are three nurse specialists who are on duty Monday to Friday 9.00am – 5.00pm who are available to offer support and advice to patients and carers of patients with dementia, acute confusion or general frailty:
 - Rose O'Malley Clinical Nurse Specialist for Older People with Dementia
024 7696 4000 ask for bleep 2603
 - Maria Beech bleep 4555

The nurses can also be contacted on 024 7696 8333, there is an answer phone and they will return your call as promptly as possible.

Things relatives and carers can do to make their loved ones' time in hospital better:



Patient Information

- Complete the “Getting to Know Me” form
- Bring in a small personal item to orientate the person to their bed space, such as a favourite blanket or family photo
- If your loved one needs extra time with you while in hospital, for example, to feel calmer or needs your help to encourage eating and drinking, visiting times can be extended to allow an individual to come in and offer assistance. Please discuss this with the nurse in charge or contact Rose or Maria
- Bring in the patient’s own clothes to help them feel more themselves.

Discharge

Our aim is to provide the treatment the patient needs and then return them to their home. If you can foresee any problem with this please let a member of the nursing team know as soon as possible. It is usually more beneficial to get a person with dementia or acute confusion discharged to their familiar surroundings as quickly as possible to try to reduce the negative effect a strange environment can have.

If you have any concerns in the future, please contact your GP for assistance or if appropriate one of the following services:

Community Care Services

Tel. 024 7683 3003

www.coventry.gov.uk/info/200091/services_for_older_people/980/community_care_services

Local information from Alzheimer’s Society

alzheimers.org.uk/site/custom_scripts/branch.php?branch=true&branchCode=14318

Coventry Office

Alzheimer’s Society Barras Court

31 Barras Green Stoke, Coventry CV2 4PH

Tel. 024 7665 2602. Email. coventry@alzheimers.org.uk

Asian Link Advisory Service

579 Stoney Stanton Road, Coventry, CV6 5ED. Tel: 024 7663 8771

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 8333 and we will do our best to meet your needs.

The Trust operates a smoke free policy

www.uchw.nhs.uk

Document History

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