

## Dementia care



# Supporting people who are confused whilst in UHCW

People can become confused for a variety of reasons. Confusion may be temporary or it may be long standing, but either way it can be very frightening. In our hospitals we try to reduce this fear and anxiety as much as possible. There are a number of things we can do to help:

- Confused patients need reassurance and there is no one better than family or friends to help with this, so we encourage relatives and friends to visit when the patient benefits from it the most. If this is outside the usual visiting times then we will do our best to facilitate that. Please speak to the nurse in charge.
- Confused people often need help with food and drink and there are several ways we can help. One of the things we ask of friends and relatives is to consider if they would be able to come in at meal times to assist. We have a '**Dietary Information Form**' that we ask you to complete which will help us to provide the best diet within their chosen food types. Please ensure this is completed and left with the nurse in charge.
- Familiar objects and photos by their bed will help with their feelings of insecurity and help orientate them to their own bed space, so please bring in what you feel would help.
- Personal clothing, toiletries, hair products and make-up can be important and remain so when they are in hospital. Please arrange for them to be brought in. It can be very important for confused people to wear day clothes in waking hours to help orientate them to time.
- Communication with some confused people can be difficult and nursing staff need to know as much as possible about that person in order to best meet their needs. We ask friends and relatives to complete a '**Getting to Know Me**' form which the ward staff can give you and we



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would encourage you to add any other information you may feel is useful for us to know. These forms will be kept at the bedside for staff to access as necessary or you can download them from <https://www.uhcw.nhs.uk/caring-for-you/your-inpatient-stay/dementia-care-at-uhcw/>

## What you should know

### **Sky blue pillowcases**

You may notice that some people will have a sky blue pillowcase on their bed. This is a way for staff to identify which patients need a little extra help because of confusion or communication difficulties.

### **Activities**

Stimulation is important to many of the patients whilst they are in hospital and to help with this we have an activities organiser, as well as help from volunteers. Your input will be very much appreciated.

### **Specialist support**

The Clinical Nurse Specialist based at Hospital of St Cross, Rugby can be contacted on 01788 572831

The Clinical Nurse Specialist for University Hospital, Coventry can be contacted on 02476 964998

### **Information for carers**

Each ward and department in the hospital has information racks containing a wide selection of information leaflets about confusion and dementia. Feel free to take what you need.

### **Getting ready for discharge**

Patients will be included in their own discharge plans, along with their carers. If however, the patient is assessed as lacking capacity to make specific decisions regarding discharge, relatives/friends will be asked to represent the patient in making a decision in their best interests along with the discharge facilitators.

If you would like more information, please call the discharge team on 02476 965602.

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

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beneficial to get a person with dementia or acute confusion home 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**

**Coventry** 024 7683 3003

[http://www.coventry.gov.uk/info/78/care\\_and\\_support](http://www.coventry.gov.uk/info/78/care_and_support)

**Warwickshire** 01926 410410

<https://www.warwickshire.gov.uk/adultsocialcare>

**Living Well With Dementia in Warwickshire**

<https://dementia.warwickshire.gov.uk>

### **Alzheimer's Society**

Providing information and support to people with dementia and their carers/families

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

### **Coventry office**

Barras court, 31 Barras Green stoke, Coventry, CV2 4PH

Tel: 0247665 2602 Email: [coventry@alzheimers.org.uk](mailto:coventry@alzheimers.org.uk)

### **Leamington office**

10 Wise Street, Leamington Spa, CV31 3AP

Tel: 01926 888899 Email: [southwarks@alzheimers.org.uk](mailto:southwarks@alzheimers.org.uk)

### **Asian Link Advisory Service**

579 Stoney Stanton Road,

Coventry

CV6 5ED

024 7663 8771

### **Rugby Dementia Support Group**

Claremont Centre

43 Clifton Road Rugby

01788576854 or 01455823570

Meet first Friday of the month 10.30 am – 12:00 pm

## Patient Information

### **Coventry and Rugby Admiral Nurses** - Providing support for carers

Unit 1 Ground Floor

The Boiler House, Electric Wharf

CV1 4JU

0300 3033 131

Email: [CRCCG.CRGPAadmiralnurses@nhs.net](mailto:CRCCG.CRGPAadmiralnurses@nhs.net)

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact 02476 964998 (University Hospital) or 01788 572831 (St Cross) and we will do our best to meet your needs.

The Trust operates a smoke free policy

#### **Document History**

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