

## Care of the elderly



# Supporting people who are confused whilst at UHCW

People can become confused for a variety of reasons. Confusion may be temporary, or it may be long-standing. Either way, it can be very frightening.

In our hospitals, we try to reduce this fear and anxiety as much as possible. There are things we can do to help.

## Reassurance

Confused patients need reassurance. There is no one better than family or friends to help with this. We encourage relatives and friends to visit when the patient benefits from it the most.

**As a Trust we support John's Campaign, so we can facilitate visiting at different times, please speak to the nurse in charge to arrange.**

## Food and drink

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 if they could come in at mealtimes to help.

We have a '**Dietary Information Form**' we ask you to complete. This helps us provide the best diet within their chosen food types. Please complete the form and leave it with the nurse in charge.



## Patient Information

### **Familiar objects**

Familiar objects and photos will help confused people with their feelings of insecurity. These objects and photos by their bed will help orientate confused patients to their bed space. Please bring in what you feel would help.

### **Personal items**

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. This can help orientate them to time.

### **Communication**

Communication with some confused people can be difficult. Nursing staff need to know as much as possible about that person to best meet their needs.

We ask friends and relatives to complete a '**Getting to Know Me**' form the ward staff can give you. We 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 extra help because of confusion or communication difficulties.

## Patient Information

### **Activities**

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

### **Specialist support**

Please contact the Dementia/Delirium Team on 024 7696 4998 / 01788 572 831 for more support.

### **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 discharge plans, along with their carers.

If 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 024 7696 5602.

Our aim is to provide the treatment the patient needs and then return them home. If you can foresee any problem with this, please let a member of the nursing team know as soon as possible.

It's usually better to get a person with dementia or acute confusion home to their familiar surroundings as quickly as possible. This is to try reduce the negative effect a strange environment can have.

## Patient Information

### **Useful contacts**

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

#### **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, 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

## Patient Information

### **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

### **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 024 76 96 4998 (University Hospital) or 01788 572 831 (St Cross) and we will do our best to meet your needs.

The Trust operates a smoke-free policy.

### **Did we get it right?**

We would like you to tell us what you think about our services. This helps us make further improvements and recognise members of staff who provide a good service.

Have your say. Scan the QR code or visit:

[www.uhcw.nhs.uk/feedback](http://www.uhcw.nhs.uk/feedback)



#### **Document History**

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