Mersey and West Lancashire Teaching Hospitals
NHS Trust

Dementia care

Patient information leaflet

If you need this information in a different language or accessible format, please speak to a member of staff who can arrange it for you

Якщо вам потрібна ця інформація іншою мовою або в доступному форматі, зверніться до співробітника, який зможе це для вас організувати

إذا كنت بحاجة إلى هذه المعلومات بلغة مختلفة أو بصيغة مُيسَّرة، فيرجى التحدث إلى أحد العاملين والذي سيقوم بترتيب ذلك لك.

如果您需要其他語言或無障礙格式的資訊，請聯繫工作人員，他們將為您安排。

இந்தத் தகவலானது உங்களுக்கு வேறொரு மொழியிலோ அல்லது எளிதில் அணுகக்கூடிய வடிவத்திலோ தேவைப்பட்டால், அதனை உங்களுக்காக ஏற்பாடு செய்துதரக்கூடிய பணியாளர் ஒருவரிடம் தயவுசெய்து பேசவும்.

Dacă aveți nevoie de aceste informații într-o altă limbă sau într-un format accesibil, vă rugăm să vă adresați unui membru al personalului, care va face demersurile necesare pentru dumneavoastră.

اگر به این اطلاعات به زبانی دیگر یا در قالب دسترس‌پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Se necessitar desta informação numa língua diferente ou num formato acessível, por favor fale com um membro da equipa que poderá organizá-la para si

اگر آپ کو یہ معلومات کسی مختلف زبان یا قابل رسائی فارمیٹ میں چاہیے، تو مہربانی کرکے عملے کے کسی رکن سے بات کریں جو آپ کے لیے اس کا بندوبست کر سکتا ہو۔

Jeżeli niniejsze informacje mają być przekazane w innym języku lub dostępnym formacie, prosimy o kontakt z członkiem personelu, który może to dla Państwa przygotować

ئەگەر پێویستیت بەم زانیارییانە هەیە بە زمانێکی جیاواز یان شێوازێکی تر، تکایە لەگەڵ ئەندامێکی ستافەکە قسە بکە کە دەتوانێت بۆت ڕێکبخات

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Department: Dementia & delirium team
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Introduction

This leaflet has been designed in order to ensure your hospital experience reflects your individual dementia related needs. It contains information that will support patients and carers in our hospital, where we acknowledge that having dementia in an unfamiliar environment may contribute to a difficult, anxious and frightening experience.

Southport and Ormskirk sites

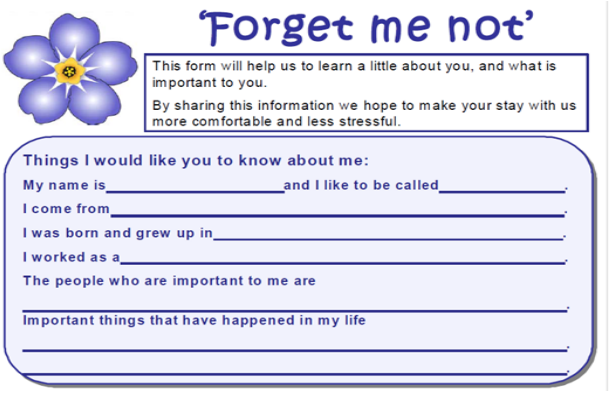
Other documents that are used in conjunction with this leaflet are Hospital Passport, Carers Passport and Delirium Information and How to Prevent It leaflet. Initially we would like you to tell us, “What matters to you”, your needs and how we can provide care that supports you.

Whiston, St Helens and Newton sites

Other documents that are used in conjunction with this leaflet are “forget me not” information and the carers passport. We also have a selection of leaflets:

- Delirium information and how to prevent it
- Supporting eating and drinking in dementia care
- Continence promotion for people living with dementia leaflets.

Please ask staff for any of the above documents or leaflets.
Initially we would like you to tell us, “What matters to you”, your needs and how we can provide care that supports you.


‘Forget me not’

This form will help us to learn a little about you, and what is important to you.

By sharing this information we hope to make your stay with us more comfortable and less stressful.

Things I would like you to know about me:

My name is _____ and I like to be called _____.

I come from _____.

I was born and grew up in _____.

I worked as a _____.

The people who are important to me are

_____.

Important things that have happened in my life

_____.

_____.

Dementia and other memory problems

Dementia is a word used to describe a number of conditions that affect memory, thinking and reasoning, including changes in mood and communication. Dementia is progressive and affects at least 850,000 people in the UK.

Multidisciplinary teams

Multidisciplinary teams work closely with each other in order to provide the best care possible, teams that may be involved in your or your loved one's care are:

Mental health liaison team

The mental health liaison team can offer advice and refer patients to a liaison psychiatrist for medication review if needed. The team can also liaise with and/or refer to mental health services in the community.

Dietetic team

Provide individual dementia related assessments when required and offer advice and support to ensure essential good nutrition is maintained where possible.

Falls prevention team/lead

This role exists to ensure the effective and proactive management of falls, and to promote the safety of our patients, colleagues and others. For our complex patients, including those living with dementia, the falls prevention lead provides direct support offering assessment, advice, management and intervention and liaison with other clinicians to reduce the risk of falls whilst in hospital.

The falls prevention lead also works towards developing our clinical pathways and ensures our management is based on best practice/evidence-based assessment/intervention.

Physiotherapy and occupational therapy teams

Physiotherapists and occupational therapists will provide individual therapy assessments and interventions considering mobility, movement, activities of daily living, home safety and quality of life issues.

Depending on the level of support you may need will determine how frequently you may be visited by the therapy team. Any difficulties with returning to your home should be highlighted and addressed at the earliest opportunity before discharge.

Safeguarding team

Supporting vulnerable patients and carers at risk of financial and/or psychological abuse.

Frailty Team

The frailty team are a team of specialist doctors, advanced clinical practitioners, pharmacists, therapists and nurses who assess and manage the holistic care of frail older people in the hospital, care homes and in the community.

This usually includes a comprehensive geriatric assessment, this is an in-depth assessment of physical, mental and social care needs including future care planning. The team also regularly contribute to education of colleagues and students in all aspects of frailty care.

Speech and Language Therapy

Speech and Language Therapists (SLTs) have the specialist knowledge and skills to diagnose, directly assess and support problems in relation to communication, safe eating, drinking and swallowing.

For further information on the role of SLTs in Dementia, please visit: https://www.rcslt.org/wp-content/uploads/media/Project/RCSLT/rcslt-dementia-factsheet.pdf

Patient Advice and Liaison Services (PALS)

Very often issues can be resolved straight-away, so please contact PALS as soon as possible, they can:

- Direct queries to the relevant staff or departments.
- Provide information about NHS services.
- Listen to concerns and suggestions.
- Support raising a complaint.

Keep me here

This has been created to prevent the transfer of wards for patients who are likely to be in their last 24 hours of life, are living with a complex dementia or are experiencing a delirium where multiple ward moves would be detrimental to their cognitive state.



“Keep me here” can be put into place by the senior nurses in each department. Patients may still be moved to a different ward if there is a clinical need or specialty that they require.

Bedside activities

Time can pass very slowly in hospital. Boredom and loneliness can have a huge negative impact on a patient's health and wellbeing which may lead to longer stays in hospital.

Ward based activities can support recovery by improving mental health and wellbeing. They provide patients with an outlet for creativity and an opportunity for social interaction. Activities include reminiscence, arts & crafts, crosswords, word searches and doll therapy.

Activities can:

- Improve communication.
- Provide cognitive stimulation.
- Increase a sense of empowerment.
- Temporarily relieve symptoms such as pain and depression.
- Aid rehabilitation and recovery.
- Alleviate agitation especially in patients who are living with dementia.
- Improve patient experience.
- Enhance 1-1 care.

Communication tips in dementia care

In people living with dementia, poor hearing and sight can add to the feeling of confusion and isolation. This leaflet will provide you with some tips that may help.

- If the person has hearing difficulties try to attract their attention before speaking to them. Touch them on the arm to show them where you are.
- Make sure you face them and then speak slowly and clearly but try to keep the natural rhythm of your speech.

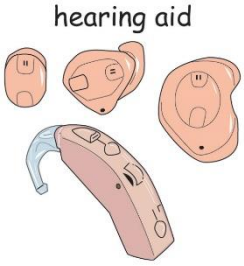
- If the person uses a hearing aid, make sure it is switched on, working properly and inserted in the ear correctly. As dementia progresses, hearing aids may become too difficult for people to manage themselves.
- Make sure there are no distracting noises such as TV, radio or loud voices.
- Never ask too many questions at a time as this may cause further confusion and distress.
- Do not exaggerate words as this will distort speech.
- Unless masks are required for infection control, do not cover your mouth as this will interfere with lip reading. The person should be able to see your face clearly, so get on to the same level as them so they can look at your face straight on. Make sure your face is well lit.
- Use visual clues: write your message down if the person can read. You can use objects or pictures to help the person understand. Each ward area has a communication box to aid with this containing an amplifier, picture cards and translation cards.

Southport and Ormskirk sites

Yellow boxes are available on the wards to keep hearing aids, glasses and dentures safe.

Whiston, St Helens and Newton sites

Red boxes are available on the wards to keep hearing aids safe.





Deprivation of Liberty Safeguards (DoLS)

Whilst in hospital your loved one may have a DoLS applied for. This is a legislation we must adhere to and enables us to act in a person's best interests when they lack capacity to make their own decisions. If a DoLS is required to be put in place the patient's next of kin will be informed.

Discharge planning

Discharge planning will begin on admission, once the acute episode is managed the team members will work together to organise a safe discharge (please see "your discharge from hospital" leaflet).

Further information

Alzheimer's Society

The Alzheimer's Society provides expert advice and guidance to help support people living with dementia and their loved ones. Dementia advisers work with families to help develop strategies to enable people and their carers to live well. The charity offers a multitude of different services such as dementia fact sheets, legal and financial advice, community support groups and dementia helpline.
Website: www.alzheimers.org.uk
Tel: 0333 150 3456

Age UK Mid Mersey

is a charity that offers multiple support networks for the ageing population. They work across Halton, St Helens, Knowlsey and Warrington. They aim to provide life-enhancing services and vital support to people in later life.
Website: www.ageuk.org.uk/midmersey/
Tel: 0300 003 1992

Age Concern

Age Concern Liverpool & Sefton provide specialist dementia training workshops to give practical advice and knowledge to people with dementia and their carers. They cover topics such as what is dementia, communication, carer support and signs and symptoms. They also cover a wide range of other services such as social prescribing, lasting power of attorney, will writing and hearing checks.
Website: www.ageconcernliverpoolandsefton.org.uk
Tel: 0151 330 5678

Dementia UK

Dementia UK is a national charity who have specialist admiral nurses that provide life changing support for people and their families who are living with dementia. Admiral nurses help families to manage complex needs and enable carers to continue in their caring role. They have multiple factsheets and information about dementia and a free help line to contact for information and support.
Website: www.dementiauk.org
Tel: 0800 888 6678

Admiral Nurses

work with families and carers of people based in Knowsley and Halton, with dementia to help them cope with the pressures of caring for someone with dementia.
Email: admiralnurseservice@merseycare.nhs.uk
Halton tel: 01928 247 130
Knowsley tel: 0151 351 8440

Carers Centres

A local service that provides free advice and guidance for unpaid carers to enable them to continue their caring role. They offer emotional and practical support, holistic therapies, carers

assessments, training courses, activities and groups to support health and wellbeing.

Sefton
Website: www.sefton-carers.org.uk
Email: help@carers.sefton.gov.uk
Tel: 0151 288 6060

St Helens
Website: www.sthelenscarers.info
Email: info@sthelenscarers.org.uk
Tel: 01744 675 615

Halton
Website: https://haltoncarers.co.uk/
Tel: 01928 580182

N-Compass

N-compass are there to support you in your caring role for as long as you choose, while helping to protect your health and well-being.
Website: www.n-compass.org.uk
Tel: 0345 688 7113

Knowsley
website: www.knowsleycarershub.org.uk
Email: enquiries@knowsleycarershub.org.uk
Tel: 0151 549 1412

John's Campaign

John's campaign was founded in November 2014. It was established in memory of Dr John Gerrard who lived with Alzheimer's Disease, in recognition of the positive effects carer involvement has for patients whilst in a healthcare setting.

Mersey & West Lancs NHS Trust is committed to John's campaign for the right of people with dementia to be supported by their carers in hospital and the possibility of carers staying overnight if this were what the carer would like to do, noting that this is not a duty but a choice.
Website: www.johnscampaign.org.uk

The Herbert Protocol

Southport and Ormskirk hospitals support the "Herbert Protocol" which has been designed to make sure that if a loved one goes missing from home or hospital the police can get access to important information about that person as soon as possible.

To download the document go to:

https://www.met.police.uk/SysSiteAssets/media/downloads/central/advice/herbert-protocol/herbert-protocol-form.pdf

Crossroads together
Crossroads Together (Merseyside including Cheshire West & Chester) want carers and those with care needs to be identified, supported and offered outstanding care to help maintain their own health and wellbeing.
Website: www.crossroadstogether.org.uk
Email: merseyside@crossroadstogether.org.uk
Tel: 0151 315 0989

Local support groups

Southport

Alzheimer's Society Sefton Singing for the Brain

1st Tuesday every month
1:30-3pm
Salvation Army
Shakespeare Street
Southport
PR9 5AJ
Tel: 01704 539967

Cherish Friendship Café
Every Sunday
1-3pm
The Cherish Centre
West Park
65-67 Albert Road
Southport
PR9 9LN
Tel: 07368297861

Formby

Formby Befriending Scheme
Formby Methodist Church
Elbow Lane
Formby
L37 4AF
Tel: 07437479417

Singing for Fun
2nd Thursday every month
2-3.30pm
St Peter's Parish Hall
Paradise Lane
Formby
L37 7EH
Tel: Parish office 01704 871171

Tea and Memories Group
Last Friday of every month
2-4pm
Formby Luncheon Club
68 Rosemary Lane
Formby
L37 3HA
Tel: 078 31 990653





West Lancs

Alzheimer's Society
Singing for the Brain
Brookside
Weekly on Monday
1:30-2:30pm
Cottage Lane Mission
Cottage Lane
Ormskirk
L39 3NE
Tel: 01772 788700

Dementia Café
Hope Street
Every Monday
10:30am-12:30pm
7 Wheatsheaf Walk
Ormskirk
L39 2XA
Tel: 07903381874

Home Instead Dementia Hub
Every second Wednesday of the month
1:30-3:30pm
Christ Church
Ormskirk
L39 1LR
Tel: 01695 589071

Brooke's Bistro
08:00-19:00
Brookside Living
Aughton Street
Ormskirk
L39 3BT
Tel: 01695 581557

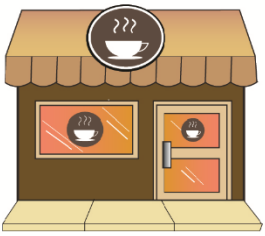




Whiston, St Helens and Newton

Activity group featuring love to move
Fortnightly on Wednesday
11am-1pm
St Ann Millenium Centre
View Road
Rainhill, L35 0LE
Tel: 0151 420 8010

Whiston activity group featuring love to move
Fortnightly on Wednesday
1pm-2.30pm
Whiston Town Council
Dragon Lane
Whiston, L35 3QX
Tel: 0151 426 4433



Memory café
First Thursday of the month
1.30pm-3pm
Ormskirk Street URC
St Helens, WA10 2JZ
Tel: 0151 420 8010

Welcome support group
Second Monday of the month
11am-12.30pm
Newton Community Centre
Park Road South, WA12 8EX
Tel: 01925 224 731



There may be students and observers present during your consultation as part of their ongoing training. Please let the staff know if you do not wish any students to be present during your attendance

Please ask a member of staff if you would like a chaperone present during your procedure.

MWL has a zero-tolerance approach to any form of abuse, violence or aggression shown to staff and patients, by patients, visitors or members of the public. We will not tolerate any form of bullying, victimisation, harassment, discrimination, unacceptable and inappropriate behaviour and/or unacceptable and inappropriate language.

All instances of abuse, violence or aggression, no matter how big or small, will be investigated and action taken if necessary.

Notes

Whiston Hospital
Warrington Road
Prescot
Merseyside
L35 5DR

St Helens Hospital
Marshall Cross Road
St Helens
Merseyside
WA9 3DA

Newton Hospital
Bradlegh Road
Newton-le-Willows
WA12 8RB

Southport Hospital
Town Lane Kew
Southport
Merseyside
PR8 6PN

Ormskirk Hospital
Dicconson Way
Wigan Road
Ormskirk
L39 2AZ