

Further information

Southport and Ormskirk Hospitals has a Dementia and Delirium Team who support those living with dementia and those experiencing a delirium during their hospital admission.

The team is available Monday to Friday 08:00-16:00 and can support patients, their relatives and carers as well as Trust staff.

Our Admiral Nurse and three Specialist Nurses can be contacted by telephone: 01704 704658 – please leave a message and they will return your call as soon as possible, or email:

soh-tr.dementiaanddeliriumteam@merseywestlancs.nhs.uk

If you would like to speak to someone about delirium following discharge, please contact your GP.

Useful websites: www.dementiauk.org
www.rcpsych.ac.uk
www.alzheimers.org.uk

Southport Hospital
Town Lane,
Kew,
Southport,
Merseyside,
PR8 6PN
Telephone:
01704 547 471

Ormskirk Hospital
Dicconson Way,
Wigan Road,
Ormskirk,
Lancashire,
L39 2AZ
Telephone:
01695 577 111

Dementia care

Patient and carer information

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

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید، لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formie, proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil, vă rog să discutați cu un membru al personalului să se ocupe de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

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. 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.

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.

Admiral Nurse service

Our Admiral Nurse is a dementia specialist nurse who helps families manage complex needs, considering the person living with dementia and the people around them. Admiral Nurses help people living with dementia stay independent for longer and supports the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

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



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: 07831 990653

Dementia & Delirium team

The Dementia and Delirium Team supports patients, carers and staff in identifying risks associated with caring for people living with dementia and those experiencing a delirium. We also support staff in identifying and assessing delirium and provide education and empowerment for staff, patients and carers. We liaise with the multi-disciplinary team to provide the best care for people living with dementia, supporting their carers and in identifying and treating delirium.

The Dementia and Delirium Team also works closely with the following teams in order to provide the best care possible.

Mental health liaison team

The Mental Health Liaison Team works with the Dementia & Delirium Team to assess each person's needs. Mental Health Liaison Team can offer advice and refer patients to a liaison psychiatrist for medication review if needed. Mental Health Liaison Team can also liaise with and/or refer to mental health services in the community.

Dietetic team

The 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

This team 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 assessment and intervention taking into account 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.

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.

Southport and Ormskirk Hospital 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 is what the carer would like to do, noting that this is not a duty but a choice.

Website: johnscampaign.org.uk



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. Carers, family or friends of a vulnerable person, or the person themselves, can fill in a Herbert Protocol form in advance. Keeping a completed form means you don't have to try to remember the information when you are under stress if someone goes missing.

The form can be downloaded from: www.met.police.uk/herbertprotocol



Sefton Carers Centre is 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.

Website: www.sefton-carers.org.uk
Contact Number: 0151 288 6060
Contact Number opening hours:
Mon-Fri: 9am-5pm



n-compass is the Lancashire carers service, operates across the North of England to help people regain control of their lives, providing hope and a sense of purpose, through the provision of carers, advocacy, well-being, counselling and volunteering services.

Website: www.n-compass.org.uk
Contact Number: 0345 688 7113
Contact Number opening hours:
Mon-Fri: 8am-6pm



Frailty Team

The Frailty Team is 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 Comprehensive Geriatric Assessment. This is an in-depth assessment of physical, mental and social care needs including future care planning. The team also regularly contributes to education of colleagues and students in all aspects of Frailty care.

Speech and Language Therapy

Speech and language therapists (SLT) 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 SLT in dementia please visit website: www.rcslt.org/speech-and-language-therapy/speech-and-language-therapy-factsheets/ and select Dementia factsheet.

Patient Advice and Liaison Service (PALS)

Very often issues can be resolved straightaway, 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 moving of patients to different wards 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.

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
Dementia Helpline: 0800 888 6678
Dementia Helpline opening hours:
Mon- Fri: 9am-9pm
Sat-Sun: 9am-5pm



Age Concern 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
Information Service Line: 0151 330 5678
Information Service Line opening hours:
Mon-Fri: 10am-3pm



Further information

Alzheimer's Society provide 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
Alzheimer's Society Support Line: 0333 150 3456
Alzheimer's Society Support Line opening hours:
Mon-Weds: 9am-8pm
Thurs-Fri: 9am-5pm
Sat-Sun: 10am-4pm



Age UK is a charity that offers multiple support networks for the ageing population. They aim to provide life-enhancing services and vital support to people in later life.

Website: www.ageuk.org.uk
Age UK Advice Line: 0800 678 1602
Age UK Advice Line opening hours:
8am-7pm 365 days a year



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.

The Dementia and Delirium Team have sourced activity cabinets to help alleviate boredom and improve the patient's experience. The activity cabinets are located throughout the trust, and each ward area has their own to use. There is also a central activity cupboard where wards can access supplies.

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
- Provides 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.
- Yellow boxes are available on the wards to keep hearing aids, glasses and dentures safe.
- 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 is able to read. You can use objects or pictures to help the person understand. Each ward area has a Communication box to aid with this containing wipeable boards, picture books / menu's, sonic aid , magnifying screen, translation books and hearing aid batteries.



Deprivation of Liberty Safeguards (DoLS)

Whilst in hospital your loved one may have a deprivation of liberty safeguards 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 their acute episode is managed the team members will work together to organise a safe discharge (please see "Your discharge from Hospital" leaflet).