

What to expect from us during a stay in hospital



As a signatory of the National Dementia Action Alliance's "Dementia-Friendly Hospital Charter" this hospital has made a commitment to people with dementia, their families and friends, in respect of what to expect during a stay in hospital. For people with dementia, their families and friends this hospital will:

- Ensure our staff and volunteers understand and are skilled in dementia care
- Actively involve patients, families and friends as essential partners in providing care and planning discharge from hospital
- Provide families and friends with flexible visiting times, including overnight stays where possible
- Respect patients' rights to make decisions themselves or decisions made on their behalf by families and friends (where patients lack "capacity" to do so)
- Provide assistance to patients with eating and drinking
- Use information that patients, families and friends have provided to us – making it visible and available to our staff – to help us know what is important for our patients' care
- Understand patients may have difficulty in expressing their needs, and assess and investigate any evidence of distress
- Provide access to dementia specialists to whom patients, families and friends can talk and provide feedback
- Minimise the number of times patients are moved during their stay in hospital
- Seek to ensure that the surroundings of where patients stay are as friendly, comforting and accessible as possible
- Support discussions about patients' personal preferences on future care, resuscitation needs and end-of-life care, where appropriate

If you require further clarification on any of these statements please see one of our members of staff. Download the Dementia Friendly Hospital Charter at:

www.nationaldementiaaction.org.uk/campaigns/dementia-friendly-hospital-charter/

Supported by:

