

Communication and Care Cues

Considering Carers in Health

Phone 9462 9488

 www.nscarersupport.com.au

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Information for family members, partners and friends who are carers

What is the Communication and Care Cues form?

This form enables our hospital staff to recognise and provide care that meets the needs of individual patients with memory and cognitive problems whilst they are in hospital.

Working with Carers enables us to utilise their knowledge and expertise to better understand the individual needs of the person they care for. A primary Carer's knowledge of the patient, especially with regard to communication and behaviour, is seen as an important link for us.

Research undertaken at Royal North Shore hospital provided us with a comprehensive approach to improve the hospital experience for all patients with memory and cognitive problems, and their Carers, which has now been implemented as the Communication and Care Cues form. Please complete whatever is applicable on the form provided.



What will happen?

Please ask staff for the Communication and Care Cues form and tell us about the most important things you think we need to know to keep the person you care for reassured and comfortable whilst in hospital.

The form will be displayed in bed chart notes, so that all staff who are involved in his/her care will be able to access and use this Information.

Hospitals are busy places and we don't always get to know your family member well enough to work out their particular needs, your input is valued.

Carers are requested to let staff know they are the Carer e.g. I am Fred's wife and his carer.

This information will be included on Medical records as:

The NSW Carer Action Plan states:

- Carers are recognised, respected and valued
- Carers are partners in care

Staff are provided with education sessions on Carers to improve their responsiveness to the needs of carers.

Communication and Care Cues is an approach to individualise care provided to patients with memory and cognitive problems while they are in hospital.



Health
Northern Sydney
Local Health District



If you need assistance

If you have concerns about your family members care you should talk to the Nurse in charge or Nurse Unit Manager of the ward.

The Patient Representative in the hospital can also assist. They can be contacted through the Information Desk.

It is best to address issues at the time rather than when you have returned home.

The Communication and Care Cues form can be completed if your family member is coming into hospital from Residential Care. In some cases you complete it, in others the facility complete it or send comparable information that they use.

Please note that if you wish to help your family member at meal times just let our nursing staff know so that they can run through any relevant information with you.

If your relative is unsettled and behaving in an unusual way, let staff know – again we value your knowledge of the patient. This can be an indication of delirium.

Other support for Carers

Please take the opportunity to gain more information - there is a comprehensive brochure '**Information for Family Members who are Carers**' covering a range of topics, available throughout the hospital. We hold free information courses that cover a range of topics to help Carers provide care and look after their own health.

A free cooking course is available for men who have to take over meal preparation.

For more information please call **Carer Support on 9462 9488** during office hours. We will be in touch with you (maybe at home later in the day).

Who is a Carer?

A Carer is a family member, partner or friend who provides care and support, to a relative or friend.

Carers provide a range of support from personal care, meals and transport to medical appointments.

Carers provide assistance to:

- Frail older people
- People with disabilities
- People with mental health disorders
- People with alcohol or drug dependency
- People with dementia
- People with a terminal illness
- People living with HIV/AIDS
- People living with a chronic illness.

Carers come from all walks of life and from all types of backgrounds.



Carer Support NSLHD

Ph: 9462 9488

www.nscarersupport.com.au

Providing information, education, advice and guidance to carers in our hospitals and in the community.

Our website provides information for carers

www.nscarersupport.com.au

It also provides information on education sessions in the region, covering a range of topics, and other events for carers.

Connect with Carer Support NSLHD on Facebook:

www.facebook.com/NSLHDcarersupport

REACH - a Call for Medical Response

Is your family member **in hospital**? Are you worried about a deterioration in their current medical condition? Our hospitals respond to requests from family members for a "Clinical Review".

Ask the nurse to help you make a REACH call or if there is a phone by the bedside you may call 9 for our switchboard who will direct your call.

At home call 000 for an ambulance.