

## Patient information

# Care of Older People

## Information for patients and carers

### Aim of the service

There is a service in the hospital set up to oversee your care as an older patient. The aims are for patients, their relatives and staff to have access to an experienced and knowledgeable practitioner who is able to provide clinical advice and expertise:

- To improve patient experience and support early discharge
- Highlight unmet needs, identify where specialist input/advice is needed and refer to appropriate service
- To reduce patient anxiety and maintain communication between staff, patients and their families/carers

### What do we do?

Promote patient centred care by:

- Using specialist knowledge to holistically assess older patients on all wards within the Trust
- Acting as an advocate for older people and their families/carers
- Supporting families/carers with signposting to relevant agencies
- Liaising with community colleagues to ensure continuity of care, access of services and information
- Providing advice, support and training for all Trust staff on older people's issues

- Influence and implement improvements to care and treatment of older people by the development and monitoring of policies and procedures and through membership of relevant forums

## Contact for further information

Patients and relatives can contact the Clinical Nurse Specialists for Older People on **01284 712889**.

## Other useful contacts

- Adult Social Care (Suffolk inpatients): 01284 741422
- Customer First (Adult Social Care Suffolk residents): 0808 800 4005
- Adult Social Care for Norfolk residents: 0344 800 8020
- Adult Social Care for Cambridge residents: 0345 045 5202
- Age UK: 0800 0556112 [www.ageuk.org.uk](http://www.ageuk.org.uk)
- Alzheimer's Society: Helpline: 0300 222 1122 [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- Carers UK: 0808 808 7777 [www.carersuk.org](http://www.carersuk.org)
- Dementia Together :08081688000 [www.sueryder.org](http://www.sueryder.org)
- Macmillan Cancer Support: 0800 8080000 [www.macmillan.org.uk](http://www.macmillan.org.uk)
- Parkinson's UK: 0808 800 0303 [www.parkinsons.org.uk](http://www.parkinsons.org.uk)
- Sensing Change for people with sight or hearing loss: 01473 260030 [www.sensingchange.org.uk](http://www.sensingchange.org.uk)
- Stroke Association: 0845 30 33 100: [www.stroke.org.uk](http://www.stroke.org.uk)
- Suffolk Family Carers: 01473 835477 [www.suffolkfamilycarers.org](http://www.suffolkfamilycarers.org)

*If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the disabledgo website link below:*

<http://www.disabledgo.com/organisations/west-suffolk-nhs-foundation-trust/main>