



NAME:  
ADDRESS:  
DOB:  
CRN:

### GETTING TO KNOW ME

The information provided aims to help the hospital staff understand your relative. This will enhance the care given to your relative while they are in the unfamiliar hospital environment.

This information should stay with the patient at all times.

#### Calm Cart

The calm cart can be used by staff or volunteers to take soothing music, hand massage, aromatherapy, and reminiscence activities to the patient to help reduce distress and agitated behaviour.

#### Getting to Know Me

To help staff offer person centred care we encourage the use of 'This is me' or 'Getting to know me' booklets which capture life history information e.g. likes/dislikes, things important

#### Patient Activities Volunteers

This role is to support patients identified by ward staff who would benefit from extra stimulation and social interaction. Volunteers will take an activity box of cards and board games, books and puzzles to a designated ward. The activity role can reduce stress, anxiety and boredom, especially for those who have dementia and it can make a huge difference to our patients' experience.



Jan is a Family Carers Support Service Volunteer; her help is invaluable particularly during visiting times in ensuring that family carers visiting are issued with the Family Carers Pack.

#### Family Carers Support Service Volunteer

#### Dementia and Family Carer Champions

We have a team of dementia and carers champions across the wards and departments whose role is to identify patients with dementia or family carers, to advocate, promote and model best practice and signpost to support services. Champions can be recognised by their champion pin badges: blue forget-me-not flower for dementia and white caring for carers logo for carers' champions.



To support staff in caring for people with dementia in a sensitive and compassionate way we offer a programme of flexible training which includes awareness at induction and mandatory sessions, bespoke training, and trouble shooting/ clinical advice.

#### Supporting Family Carers

We provide carers' packs which contain information on local and national support services, what they can expect whilst the person they care for is an in-patient and discharge information. A carer's badge enables carers to access extended visiting, concessionary priced meals, and car parking. We also have a feedback form we ask carers to complete.



West Suffolk **NHS**  
NHS Foundation Trust

## Family Carer

Name:

