

It is distressing to see a relative or friend in a confused or agitated state. If you wish to discuss their care please contact the nurse who will be happy to support, listen and advise you

You may also be able to help the ward staff by:

- Supporting and encouraging your loved one at mealtimes.
- Helping them to keep up their fluid intake.
- Helping them with personal care such as with their hair and appearance.
- Supporting them to have exercise, if appropriate and they are well enough.

There are ranges of supportive observation interventions from intentional rounding to 1 to 1 care. The interventions depend on the individual needs of the patient.

If you feel able to help, please talk to the person in charge of the ward. They will welcome your offer and will give you advice and guidance.

Please see leaflets on:

- Delirium
- Caring
- Dementia Falls prevention and advice whilst in hospital
- A guide to intentional rounding.

Which are available on the wards.

PATIENT INFORMATION



Supportive Observation

**Information for
patients & their carers**

Supportive Observation

Supportive observation is an intervention that is a therapeutic part of the care of patients who are distressed or at high risk of having a fall.

The aim of supportive observation is to reduce the risk of harm to the patient by promoting their well-being and to support the patient in a 'person centred' way that involves:

Intermittent supportive observation:

The ward team may use 1 of the following interventions to support the patient:

1. High visibility bed which is placed in an area that is visible at all times to the staff team.
2. A Falls prevention alarm.
3. 'Intentional rounding' where the patient is checked hourly.
4. 'Cohorting' this is when patients are nursed within a bay were other patients who also have high care needs.

Continuous close 'supportive observation'

The person is visible to a member of staff at all times. The member of staff will be expected to support the patient in a way that promotes well being by enabling them to continue to care for themselves.

If the nurse caring for the patient is able to build up a picture of the person then she/he will be able to tailor the care plan to meet the patient's needs.

Patients who may require 'supportive observation' may be:

- Confused and agitated
- At risk of harm to themselves or others
- At high risk of falls
- Likely to 'wander' or leave the ward unattended

How you can help

By completing a 'This is me' document so that the care plan can be tailored to meet the patients needs.

'This is me' documentation can be obtained free of charge from www.alzheimers.org.uk

In this document you will be able to explain what you normally do to help the patient and also what they can or can't do themselves.

By telling us if the patient has any communication difficulties. Can the person express themselves, answer questions appropriately or follow instructions. Does the person have any sensory loss, such as a visual or hearing impairment?

Does the person show any 'behaviour' such as 'wandering' or verbal or physical aggression? What are the trigger factors and how would you normally manage this.

By bringing in familiar objects to help the person settle, such as favourite items of clothing, nightwear, slippers, toiletries, photographs, CD's and CD player and something to cuddle.

Talk to the staff on the ward about whether or not you would like to support the patient by staying with them. Familiar faces and people will often help the person to settle in a strange environment.

When visiting, the nurse may leave you with your relative or friend, it is important that you let the nurse know that you are leaving.