

What family and friends can expect

We understand that this is a worrying time for you, and want you to know we are here for you and your relative/friend who is an inpatient at present.

This information leaflet aims to improve communication between hospital staff and you.

It sets out what you can expect from us and also how you can help our busy teams to get things right for you.

The team are here to help, so if you have questions please ask.

We appreciate the support you are giving and will work with you to make your relative/ friends stay the best that it can be.

We recognise that friends and family carers are often expert partners in care, so we really value your input. Where the patient consents, we will also share their information with you.

Our commitment to you

One of our ward team will provide information about your relative/friend whilst they are an inpatient. This may be the doctor, the nurse or a therapist. All of them will have the knowledge and experience to provide an update.

We will do our best to provide you with information about the treatment plan and involve you in plans for leaving hospital.

We will also try to give you enough time to ask questions and remember no question is stupid, so please ask.

We will keep you updated on changes



What we ask from you

- Please where possible, nominate one person as the main contact for hospital staff to communicate with.
- We ask that this person then shares information with the rest of the patient's family and friends. This reduces the number of calls to the ward and gives the team more time to care.
- Understand that you will speak to one of the ward team and they will have the right knowledge to update you.

Useful contacts for friends and family

There is a wide range of support for family members or friends who support someone:

- free hospital parking when supporting them
- a Health & Wellbeing Check for you,
- a back-up plan in case you have an emergency and much more.

If you care for someone from Torbay,

contact Signposts for Carers on

- (01803) 66 66 20
- signposts@nhs.net
- www.tsdf.uk/carers
- Facebook.com/TorbayCarers

If you care for someone from Devon,

contact Devon Carers on

- 03456 434 435
- info@devoncarers.org.uk
- www.devoncarers.org.uk
- Facebook.com/DevonCarers

www.nhs.uk gives an A to Z guide to conditions and answers common questions.

Did you know?

Our wards receive approximately **200** calls a day.

That's a call **every 7 minutes!**



It is really important that there is good communication between hospital staff, patients, relatives and carers.

This communication helps us to develop care plans that meet the patient's needs and to keep you informed and involved with their care.

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.

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PATIENT INFORMATION

Welcome to The Ward:

A Communication Guide for Relatives and Carers

We will aim to keep you updated so that you know.....

Health updates: ...what is of concern or what is being ruled out.

...what is going to happen today, tomorrow, later.

...what the patient needs to achieve to enable them to go home.

...when they can expect to go home.

WARD NAME:

WARD CONTACT NUMBER:



Working with you, for you