

We encourage you and your family or carers to raise any concerns or queries with the nurse in charge on the ward at the time.

The Royal Devon and Exeter Hospital has a 'Dementia Steering Group' that provides guidance and monitors hospital care standards for those with dementia and their carers.

The Royal Devon and Exeter **Patient Advice and Liaison Service (PALS)** can provide information and advice and liaise with hospital staff and relevant organisations, where appropriate, to help sort out an immediate problem and find a solution in a confidential and practical way. Call **01392 402093** during office hours.

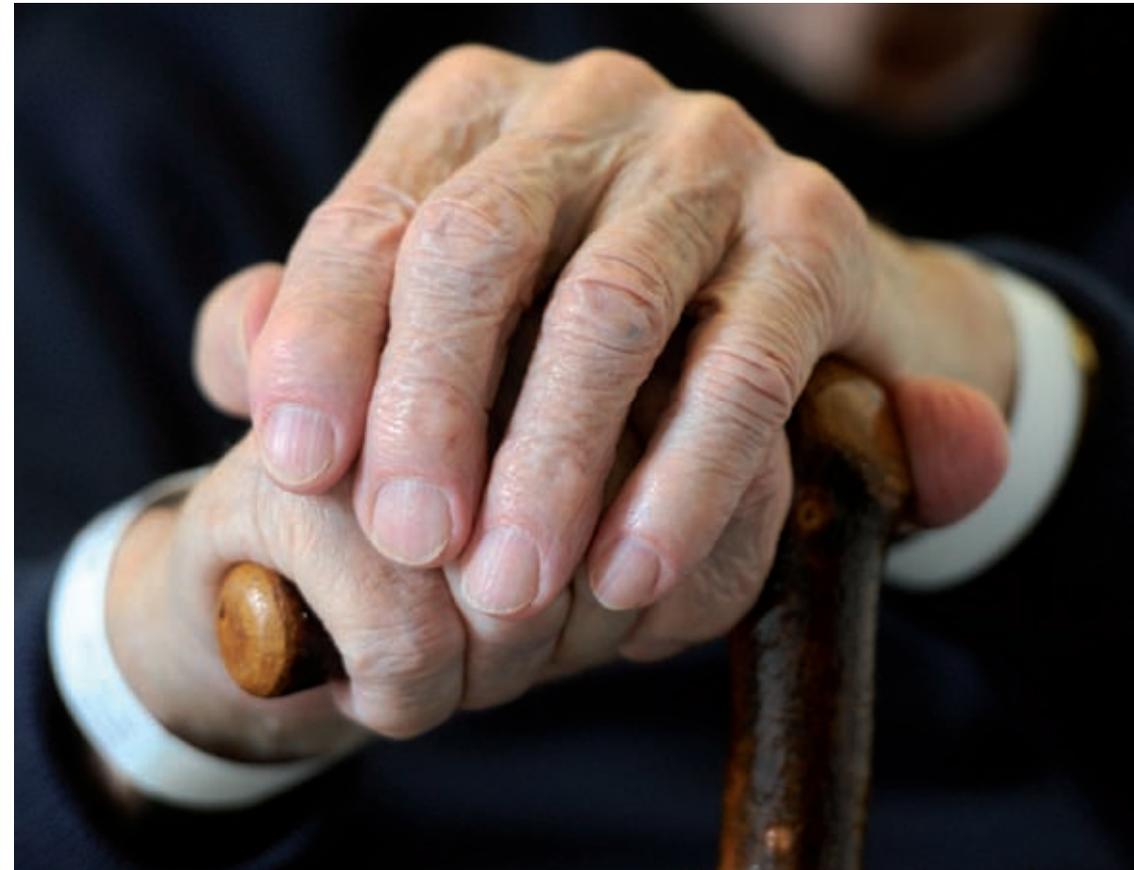
**Care Direct** provides information and help for older people, vulnerable adults and their carers. Call **0845 1551 007**.

**Alzheimer's Society website:** [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

**South West Dementia Partnership website:**

[www.southwestdementiapartnership.org.uk](http://www.southwestdementiapartnership.org.uk)

# Standards of care for people with dementia while in hospital



This leaflet explains what you can expect during and after your stay in hospital.

## Introduction

We want to ensure that your treatment is as effective and comfortable as possible. We also want to make sure that suitable arrangements are in place before you leave hospital. To help make this happen we will involve you from the outset in decisions about your treatment and your personal care needs.

To help us to understand your needs we will ask you or your carer to complete the Alzheimer's Society 'This is Me' leaflet. This asks you to briefly outline your immediate care needs and how we can make your stay as comfortable as possible.

While you are an inpatient you may wish to talk about your wishes with regard to your care at the end of life. Staff may ask about your wishes and help you discuss some of the difficult decisions you, your family and carers will face. This is so we know your thoughts and can take these into account if you are unable to express your wishes in the future. These discussions can be upsetting but can help to ensure that you receive the care you want.

## Our standards of care for you

- We will be polite, courteous and treat you with respect and dignity
- Specially trained staff will ensure you receive prompt assessment, admission and planning for leaving hospital
- You will have access to a specialist older people's mental health liaison service
- You will be cared for in a safe and friendly environment
- We will ensure your stay is no longer than necessary with as few moves as possible
- We will ask you to decide what you would like to eat and drink and, if needed, provide help with eating and drinking
- Your carers and volunteers will be encouraged with your permission to be involved in your care
- We will talk to you about the arrangements that will be necessary to make sure that you will be safe and well cared for when you leave hospital.