

# What matters to you matters to us

## How to stay safe during your hospital stay



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### Partnerships in care

Did you know that when hospital staff work together with patients and family to develop your care plan, it delivers the best care possible? We like to think of it as caring for you in partnership with you.

Information about this partnership is available on our website and in patient areas. It explains your rights while making decisions about your treatment, as well as your responsibilities.

We are respectful of your values, preferences, expressed needs, beliefs, cultural needs, family situation and lifestyle.

Your physical and emotional safety is important. Please let us know if you do not feel safe for any reason.



### Your medicines

Medicines are the most common treatment used in health care and there are risks associated with medications. To help reduce the risk of problems with your medicines:

- Tell us about your health and any medicines you have been taking at home, including non-prescription medicines or complementary medicines eg vitamins or herbal remedies.
- Let us know if you have had an allergic reaction or side effect to any medications in the past.
- Ask about the possible side effects of any new medication and what to do when you go home.
- Talk to your doctor, nurse or pharmacist about any concerns you may have.



### Involving you in decisions about your care

- You can expect to have a nurse check on you every hour.
- Our staff will regularly discuss your care with you, your family or carers, as appropriate during your stay.
- Your doctor, nurse and other health professional will make decisions together with you about your care.
- Nursing Handover will occur during ward rounds, at nursing shift change, or when you move from one area to another.
- Please ask if you are unsure what your doctor, nurse or health professional is saying.



### Preventing falls

Falls in hospital can occur due to the unfamiliar environment, when you are feeling unwell and when you are taking certain medications.

- Ask your nurse or doctor about your risk of falls and individual falls prevention plan.
- "Call, don't fall". If staff have recommended, or you feel you need help when moving or walking, please ask staff for assistance and wait until they come to help you.
- Take your time when getting up from sitting or lying down and let staff know if you feel dizzy, unwell or unsteady on your feet.
- Wear comfortable non-slip shoes that fit you well. If you do not have well-fitting shoes in hospital ask your nurse about non-slip socks.
- Keep your personal items and call bell within easy reach.
- Look out for hazards that may cause a fall such as spills, clutter, and tell staff about them promptly.



## Preventing infection

It is possible to get an infection while in hospital that can make your care more complicated. Ways to reduce the risk of this happening include:

- Wash your hands before and after visiting the toilet and before all meals.
- Don't hesitate to ask our staff if they have washed their hands or used the hand cleaning gel before any contact with you.
- Tell us if you have been unwell, for example diarrhoea or vomiting.
- Let your nurse know if your bed area or bathroom is dirty.



## Patient identification

Ensuring the right care is provided to the right patient is an essential part of safe health care.

- You will be given an identification band to wear during your stay. Staff will ask to see your identification band before giving you any medication or treatment.
- This will usually be a white band but if you have any allergies or other medical alerts we will give you a red identification band to wear.
- Please let us know if any of your personal information is wrong or needs to be updated.



## Preventing blood clots

If you are in hospital your risk of having a blood clot in your leg or your lung is much higher than usual. Because of this, it is important to continue moving while in bed.

- Try to keep your legs and ankles moving even when you are in bed.
- Drink fluids as recommended.
- Take all tablets or injections as advised.
- If you have been asked to wear hospital stocking, please wear them



## Preventing pressure injuries

Pressure injuries (bed sores) are localised areas of damage to the skin or underlying tissue, caused by lying in one place for too long or your skin rubbing against another surface. It is important to keep moving while you are in bed to help reduce the risk of pressure injuries.

- Remember to move around as much as possible, even if you are in bed.
- Ask staff for assistance to move if you need to.
- Tell our staff if you are becoming sore from lying or sitting.



## If you're concerned, we're concerned

If you have any concerns during your stay, please speak with the staff caring for you or ask to speak with the Nurse in Charge.

If you or your family feel your health is getting worse tell your nurse.

You can also ask our staff to contact the Hospital Supervisor.



## When you leave hospital

Make sure that you:

- Know how to care for your condition at home
- Know when your next medical appointment is or when it is needed
- Know what any new medications are for
- Have collected any valuables
- Have your discharge information to take home.