

## Contact numbers

### Who to contact for help/support in hospital

The hospital dementia service is made up of the following people:

Sarah Hegarty, Dementia Nurse Specialist

Direct Line: 01270 273796 E-mail: [sarah.hegarty@mcht.nhs.uk](mailto:sarah.hegarty@mcht.nhs.uk)

**Please contact Sarah in the first instance for advice and support as needed.**

Philippa Pordes, Adult Safeguarding Lead

Direct Line: 01270 278080 E-mail: [philippa.pordes@mcht.nhs.uk](mailto:philippa.pordes@mcht.nhs.uk)

Claire Hassall, Dementia Support Worker

Direct Line: 01270 273796 E-mail: [claire.hassal@mcht.nhs.uk](mailto:claire.hassal@mcht.nhs.uk)

### Other useful contacts:

Age UK (Crewe) Dementia Advisor

01270 219481 / 219482

Age UK (Cheshire West & Chester) Dementia Advisor

01244 408166

Cheshire Age UK

01606 305004

Alzheimer's Society (Cheshire East)

01625 503302

Alzheimer's Society (Vale Royal)

01606 781110

Cheshire & Warrington Carers Centre

0800 085 0307

E-mail: [advice@cheshirecarerscentre.org.uk](mailto:advice@cheshirecarerscentre.org.uk)

[www.carers.org/cheshire](http://www.carers.org/cheshire)

### Social Services

Cheshire East

01270 371383

Crewe & Nantwich

01260 371096

Macclesfield

01625 378091

Wilmslow

01625 378093

(Out of hours)

0300 1235022

Cheshire & West & Chester

0300 1237034

(Out of hours)

01244 977277

### Advocacy Services

Cheshire Centre for Independent Living

0845 3402777

01606 331853

# Dementia

Information for family/carers supporting people with dementia during their hospital stay



This information is available in audio, Braille, large print and other languages. To request a copy, please telephone 01270 273796.



## Our promise to you

Mid Cheshire Hospitals NHS Foundation Trust would like to welcome you and the person you care for to our hospital.

We aim to make your relative's/friend's stay with us as positive as possible.

We appreciate your help and support in enabling us to provide personalised care.

If you have any questions or concerns, please speak to a member of staff.

## Ways we can help

- We aim to work with you, ensuring that you are listened to, consulted and supported. You and the patient will be included in care and treatment planning. This will give us a fuller picture of the patient's needs and how the dementia affects their behaviour and general wellbeing.
- Ward staff will welcome you and show you around the ward, making sure you know where the toilets are, where to get a drink and the general ward routine. You should also be shown to other facilities such as hospital shop, café etc.
- Ward staff will keep you updated about care and treatment plans (assuming that the person is happy for their information to be shared) and will work with you to ensure that sensitive and individualised care is provided.

- The Trust is happy for relatives/carers to remain in hospital with the patient. We have fold down beds if you wanted to stay on the ward or several RVS flats available for you to access, should you wish to stay close. Please ask the Ward Manager.

## Ways you can help

- We use the **Patient Passport** to tell us about the patient with dementia. This enables us to provide sensitive, personalised care during their stay in hospital. The passport will be on your relative's/friend's clipboard at the end of their bed. Please can you fill this in to help us get to know them.
- Use your open visiting to provide support at any time.
- Ensure dentures, glasses and hearing aids are available and in good working order.
- Discuss with staff how you can personalise the patient's surroundings with familiar items such as photo albums, a blanket from home, or activity the person can enjoy will alleviate anxiety commonly experienced in the unfamiliar hospital environment. **Please consult staff first about items you may wish to bring.**
- Tell staff if you notice a change in the patient's usual behaviour. For example, if the patient is not as alert as usual, or is displaying behaviour that is not typical of the way they normally behave.

- Use the contact information provided by the ward to access further information and support, including accessing a carer's assessment if required.
- Ask ward staff for a copy of 'The Dementia Guide'. Written by the Alzheimer's Society this provides a wealth of useful information, including support organisations, contacts and practical advice.

## The Dementia Specialist Nurse

Please feel free to contact the Dementia Specialist Nurse who will do her best to answer any worries or concerns. [Contact details on back page.](#)

**Easy Read Leaflets** are available in the Trust. Please contact the relevant Ward or Department Manager who will be able to tell you what is available.

**Visiting times** can differ from each ward. However, as a relative/carer of a patient with dementia you should be able to visit without restriction wherever practicable and at the discretion of the nurse in charge of the ward.

You may be asked to wait in the dayroom when a ward round is taking place.