

Enhanced Care – what does it mean for me?

Information for patients/carers

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OUTSTANDING CARE
personally DELIVERED

Enhanced Care: putting the needs of our patients and their loved ones first

At United Lincolnshire Hospitals, we aim to work in partnership with our patients and their carers/family/next of kin with the intentions of maximising patients' experiences of care in our hospitals whilst protecting our patients from avoidable harm.

Enhanced care is put into place for patients who, without additional supervised observation, may be at risk of harm from e.g. falls, deterioration or isolation.

What might Enhanced Care look like?

If a patient has been identified as requiring an enhanced level of supervision, this can either be provided on a one to one basis or as part of a cohorted group. In a one to one situation, a member of staff will be allocated (on a rotational basis) to remain with the patient at all times. This constant supervision includes bathroom visits, as accidents can happen in a bathroom and are quite common in patients who feel unwell. Please don't think our staff are being inappropriate when joining an enhanced care patient in the bathroom, it is for their own safety.

Cohorted care may see a group of patients with similar supervision requirements, being monitored by a dedicated member of staff (on a rotational basis). This staff member may offer distraction therapy to the group through talking or ward based activities, please feel free to join in or offer advice if there is something additional that could be introduced.

Being a patient in hospital can be unsettling and unfamiliar, we would like to make patients' time with us as comfortable as possible. We would like you to help us make sure that your/your relative's hospital stay is comfortable, personalised and safe.

Please let us know any aspects of care or the usual daily routine which you feel we need to continue with while you/they are here with us.

- The staff member delivering enhanced care will **actively contribute** to the person's daily needs, for example – washing, dressing, cleaning and tidying bed/bay area, offering/encouraging and supervising eating and drinking and providing assistance to the toilet where needed.
- Enhanced care takes priority over any alternative tasks that staff may be asked to complete, as they must remain with their patient(s) to maximise their safety.
- You will see staff completing food and drink records, daily assessments, care rounds, care planning and documenting Enhanced Care 30 minute

observations.

- If you have any questions regarding the care being given, please ask the staff who will be happy to assist you.
- If you are a Carer or you provide support to someone who is now in hospital, we ask that you let us know what they are usually able to do at home, particularly their hobbies or interests.
- You are welcome to join in during mealtime; the ward staff will be able to confirm mealtimes for you. We want you to feel involved, supported and part of the team.
- For carers, just knowing that you are there can be a great help to the patient; having a familiar person available can be very comforting. Your involvement is always welcome.

All About Me

To help us make your hospital stay as comfortable, safe and personalised as possible we will work with you to find out about your/your loved one's usual routines and abilities, hobbies and interests and will endeavour to integrate this knowledge into the care we provide. If you have any information that would help us achieve this such as an 'All About Me' booklet or 'Patient Passport' please tell staff as soon as possible so that we can include this knowledge into our care planning.

Involvement from family members, carers and loved ones in patient care is always welcome. If there is any further support you feel is needed, or if you would like to be a part of the enhanced care provision for a loved one, please speak to one of the nursing team providing your care. ULHT supports:

What matters to you?

If there is anything that could improve our provision of enhanced care please tell us. We cannot know how to fully support patients and loved ones unless we work together.

Johns Campaign

The Trust signed up to Johns Campaign in 2015 to support carers whilst their loved ones are in hospital, particularly those with additional needs. To find out more about John's Campaign visit www.johnscampaign.org.uk.

We can provide Care Partner badges where appropriate for the carer's of our most vulnerable patients both to acknowledge their role and to ensure they are visible and involved in the care of their loved one. If you want to know more about Care Partner badges please contact the Patient Advice and Liaison Service (PALS) within the hospital, or email pals@ulh.nhs.uk.

United Lincolnshire Hospitals NHS Trust has worked with AccessAble to create detailed Access Guides to facilities, wards and departments at our sites.

www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust

United Lincolnshire Hospitals NHS Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at patient.information@ulh.nhs.uk