



The Clatterbridge
Cancer Centre
NHS Foundation Trust

Partners in Care

Nursing



A guide for patients and carers

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What is a Partner in Care?

A family member or close friend chosen by the patient to be a member of their care team. The 'Partner in Care' will accept patient care responsibilities agreed between The Clatterbridge Cancer Centre, the patient and themselves.

Family and carers provide comfort, help with care and emotional support which can significantly aid the recovery and well-being of the patient. By working together, we want to help deliver real benefits to the patients and want to support anyone that wants to be involved in the patient's care.

It might be that they already support the patient at home and will continue to assist them when they are discharged from our care. Therefore, they may be experienced with their likes and dislikes to advise us on how we can make their stay with us more comfortable.

Visiting for Partners in Care

The wards have set visiting times for 'regular' visitors, but if you are nominated as a Partner in Care you are welcome to attend the ward outside of those times*.

*If you would like to attend the ward **before 10am or after 9pm** you will be required to pre-arrange this with the nurse in charge.

Partners in care are part of the team and will be identified by wearing a badge/sticker to identify their role. They are asked to cooperate with ward staff, so their presence does not limit safe access to any patient at any time. Generally, this means a maximum of **one Partner in Care** to be present outside of normal visiting times.

Patients can be in a bed bay with up to two other patients. Partners in Care are asked to be sensitive to the needs of other patients whilst visiting. There will be times when they will be asked to leave a bay or wait outside a ward area when certain activities are taking place, e.g. procedures/confidential discussions/personal care is taking place. We ask that Partners in Care respect the need for quiet time, patient privacy and confidentiality at these times so our staff can care for patients safely.

If a Partner in Care wishes to stay overnight, we will always try and accommodate this, please discuss this with the nursing team.

John's Campaign

The Clatterbridge Cancer Centre have signed up to John's Campaign, for carers of people with dementia. John's Campaign aims to ensure that the families and carers of people with dementia have the same rights as the parents of sick children, allowing carers to remain with them in hospital for as long as they are needed, including overnight.



What we will need from a Partner in Care when on the ward

Infection control

At the centre, we take cleanliness and infection prevention very seriously, a Partner in Care can help us by:

- Using the hand hygiene facilities and/or hand rub provided as they enter and leave the ward. Remember to wash and dry hands after using the toilet or if they come into contact with any bodily fluids
- Not sitting on the patient's bed
- Not touching the patient's wounds, medical equipment, catheters and drips
- Informing staff if they notice the patient has any changes in symptoms, especially if they experience diarrhoea

If an outbreak of infection requires visiting or infection control restrictions in patient areas, the Partner in Care will be informed of this by the nursing team and advised on the nature of any restrictions that need to apply. Please be assured that individual needs of patients will be discussed with Partners in Care and agreed with the nursing team.

A Partner in Care should not visit if unwell, in particular if any they have experienced vomiting, diarrhoea, cough/cold or any other infections or a raised temperature.

Pressure ulcer prevention

Anyone can develop a pressure ulcer, but the risk increases when we are unwell or have reduced mobility. The first signs that there may be skin damage will be discolouration/redness of the skin, especially over bony prominences. If the pressure is not relieved the skin damage can worsen and eventually lead to an open wound. It is paramount that if any changes to the skin are noticed, the nurse in charge must be alerted. For further information, please ask the ward staff for an information leaflet 'prevention and management of pressure ulcers'.

Falls prevention

On admission, all patients are risk assessed to determine if they might be at increased risk of falling during their stay. In addition to any interventions that nursing staff might put in place to reduce the risk of a fall, there are also things a Partner in Care can do to support them:

- Tell the nurse or doctor looking after the patient if they have fallen in the last year, are worried about falling, or have a history of falls before coming into hospital
- Encourage the patient to use the call bell when support is not available, in particular if they want to move or need to go to the toilet
- Make sure their glasses are clean and used as prescribed
- Continue to use their usual walking aid, keep it close by and



check for wear and tear on the rubber feet. Never lean on hospital furniture, as it is often on wheels

- Before the patient gets up to move, the following can encourage circulation and prevent them from becoming dizzy:
 - Encourage them to sit upright for a few moments on the edge of the bed before standing
 - Make sure they get up slowly to make sure they feel steady before walking
- Encourage them to do some simple leg exercises before getting up from the bed or chair:
 - point toes and release a few times
 - tighten the muscles in the calves and then release them
 - move legs up and down if you can, to get the circulation going
- If they feel dizzy - stop, sit down, and let the ward staff know
- If able, encourage them to drink regularly and eat well
- Assist the patient and staff to keep clutter to a minimum and remove it if the path isn't clear
- Make sure the patient wears shoes or slippers that fit well, grip well and cannot fall off. This also applies to any Partners in Care
- Take care in the bathroom and toilet. Always ask for help if you need assistance when helping the patient to the bathroom and toilet

Assisting with meals

Please ensure that ward staff are aware of any nutritional restrictions for the patient and pass on any information regarding fluid and nutritional intake to ward to staff.

Toilet and washing facilities

We have public toilets on the first and ground floor, if a Partner in Care is staying overnight - please speak to the ward staff regarding toilet and washing facilities.

If the fire alarm sounds

Follow the directions of staff at all times and evacuate via the nearest exit. Staff are trained and have set procedures in the event of an alarm.

Valuables

There are lockers and wardrobes on each ward; however, these are not secure. We would advise that valuables or money are not brought to the hospital. No responsibility can be accepted by The Clatterbridge Cancer Centre for patient cash or property unless handed in for safe custody and a receipt obtained.

Each time a Partner in Care attends the ward

- Report to the nurse looking after the patient
- Wear a Partner in Care sticker to prevent staff concern for being on the ward outside of normal visiting hours



- Let the nurse looking after the patient know when you are leaving and any updates
- A drink will be offered to Partners in Care who have been on the ward for a few hours
- Partners in Care are welcome to use both the RVS cafes on the ground floor or there is a restaurant based within the main Clatterbridge Hospital called Firtrees

Please be assured, a Partner in Care can change their mind about taking on the role at any time. We are mindful that having a relative or friend in hospital can be a stressful and strenuous time, and your own well-being is important to us too. We appreciate any help and support you can offer.

What to expect

As a **patient** you can expect to be given the opportunity to say who you would like to visit you and be involved in your care during your admission.

As a **partner in care** you can expect to be welcomed as a member of the care team, helping to provide continuity of care, support, comfort and important information throughout a hospital stay - from admission right through to discharge to home and community care.

How we produce our information

All of our leaflets are produced by staff at The Clatterbridge Cancer Centre and this information is not sponsored or influenced in any way. Every effort is made to ensure that the information included in this leaflet is accurate and complete and we hope that it will add to any professional advice you have had. All our leaflets are evidence based where appropriate and they are regularly reviewed and updated. If you are concerned about your health in any way, you should consult your healthcare team.

We rely on a number of sources to gather evidence for our information. All of our information is in line with accepted national or international guidelines where possible. Where no guidelines exist, we rely on other reliable sources such as systematic reviews, published clinical trials data or a consensus review of experts. We also use medical textbooks, journals and government publications.

References for this leaflet can be obtained by telephoning 0151 556 5570.

If you need this leaflet in large print, Braille, audio or different language, please call 0151 556 5570.

If you have a comment, concern, compliment or complaint, please call 0151 556 5203.

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