

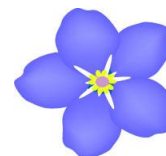
The Forget-Me-Not scheme - Handout for patients and relatives

What is the Forget Me Not scheme?

At the Whittington Hospital we are using the Forget Me Not scheme to help staff recognise when someone is experiencing memory problems or confusion. This will allow staff to take more time when communicating with patients who have difficulty understanding information and offer additional help, or support with tasks where needed, such as eating, drinking, going to the toilet and being accompanied off the ward.

Why is it needed?

People may experience memory problems due to dementia, or as a result of a physical illness, such as respiratory or urine infections. Busy hospitals are not ideal places for people with memory problems, because the speed and pace of care delivery can increase their disorientation and confusion, and the patient's needs sometimes go unrecognised. People experiencing memory problems need more time and support to ensure they understand the information being given to them, comprehend the questions being asked, follow instructions and to complete tasks. It is also important that staff speak with a close family member or friend to confirm information where needed. Some patients and their families feel reassured if they know that staff are aware of their memory problems and can provide the right level of care and support they need.



What does it involve?

1. The blue forget-me-not symbol will be used to identify that you are experiencing memory problems due to dementia or delirium.
2. A blue forget-me-not picture (magnet or sticker) will be placed above or behind your bed and on the patient information board.
3. You will be offered the opportunity to wear a blue wristband whilst in hospital, so that hospital staff can recognise that you have memory problems and offer help and support if needed.
4. Your records will be flagged to ensure staff are aware that you are experiencing memory problems. This flag can be removed if a your memory problems improve following treatment.
5. You will be given a card to carry in your purse or pocket. This will have a blue forget-me-not logo on it with information identifying that they you are experiencing memory problems.



How will it help?

- Hospital staff will make sure you know who they are, what is happening and what they are doing. They will explain this again if needed.
- Hospital staff will speak to you clearly and simply, to make sure you understand as much information as possible.
- Hospital staff will offer information and reassurance as often as needed to make sure you feel safe and secure.
- Hospital staff will provide support and help where needed, but will encourage you to care for yourself where possible, and to be independent.
- Hospital staff will include your close family and friends in your care. This is so your close family and friends can make sure staff are aware of your likes and dislikes, and personal wishes about the care you receive in hospital.

Do I have to do it?

No, you do not have to be part of the forget-me-not scheme. You or your family can opt out of the scheme if you would prefer.