

Communication Booklet

For care in the last days and hours of life

Please use this booklet to:

Advise us on what we need to consider when caring for:

.....
(Please add name of the patient)

This is somewhere where you can write down information you want to share or questions you want to ask with those involved in providing care to the person named.

This booklet is one way we try to help communication between those close to the person in the last days and hours of life and the health and social care staff looking after them.

The Information you provide will help the care staff understand what is important to the person they are caring for, as well as what is important for you and others who are close to them.

Please use it if you wish to

PLEASE NOTE

This booklet will be accessed by professionals on a regular basis and supported with ongoing face to face communication.

If you have an urgent need please contact your GP, District Nurse or speak to the nurse in charge of your care in the hospice

Name:

Date	Time	Your name and notes	Professional initial & date When read

Facilities if not at home

You should be given information to help you stay with your relative or friend. This should cover:

- Visiting times, staying overnight, use of mobile phones, access to internet and email etc
- Food and beverages, bathrooms and toilet facilities
- Car parking and public transport

Name:

Date	Time	Your name and notes	Professional initial & date When read

Information you should be made aware of,

- When the person close to you is planned to be reviewed by medical and / or nursing teams
- A named member of staff who will keep you informed about changes in your loved ones condition (the member of staff may be different on different days)

Options available

If you'd like a large print, audio, Braille or a translated version of this booklet then please call **01253 955588**

Patient Relations Department

For information or advice please contact the Patient Relations Department via the following:

Tel: **01253 955588**
email: patient.relations@bfwh.nhs.uk

You can also write to us at:
**Patient Relations Department
Blackpool Victoria Hospital
Whinney Heys Road
Blackpool
FY3 8NR**

Further information is available on our website: www.bfwh.nhs.uk

Travelling to our sites

For the best way to plan your journey to any of the local sites visit our travel website:
www.bfwhospitals.nhs.uk/departments/travel/

Useful contact details

Hospital Switchboard:
01253 300000

Trinity Hospice switchboard
01253 358881

Community Care Co-ordination Service
01253 955750
(Nursing or medical help out of hours)

References

This booklet is evidence based wherever the appropriate evidence is available, and represents an accumulation of expert opinion and professional interpretation.

Details of the references used in writing this booklet are available on request from:
Policy Co-ordinator/Archivist
01253 953397

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