

# Be part of Helping Us To Keep You Safe

10 simple steps to keep yourself safe  
during your stay in Hospital

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## Introduction

**We are here to help and will always do our best to make you feel safe and cared for. If you have any worries or concerns, please ask to speak to the nurse in charge who should be able to resolve the situation straight away.**



## Identification

### **Please;**

- Tell us if any of your personal information has changed or is incorrect, for example, your name, date of birth, address, GP, next of kin.
- Tell us if your information on your ID band is incorrect.
- Tell us if you have any allergies.



## Involvement, Consent and Decision Making

### **Please ensure that;**

- You understand the risk and benefits of the treatment options.
- You are involved as much as you want to be in decisions about your care and treatment.
- You understand your treatment plan before giving consent.



## Preventing Infection

### **Please;**

- Tell us straight away if you feel unwell and have diarrhoea or vomiting.
- Wash hands or use the wipes provided before and after visiting the toilet and before meals. If you need any help please ask.
- Do not hesitate to ask our staff if they have washed their hands before any contact with you.
- Use the hand gel as required. Your visitors should use this too.



## Your Medicines

### Please;

- Tell us if you have any allergies.
- Tell us if you don't understand what your medicines are for or if they look different from your usual ones.
- Your doctor, nurse or pharmacist can help answer any concerns you may have and explain any possible side effects.
- Bring in medication that you usually take at home, including those you have bought yourself.
- Ensure upon arrival that you hand these medicines to a member of staff so that they may be stored securely.
- Tell us immediately if you are in pain.



## Preventing Blood Clots

### Please;

- Inform us if your doctor has prescribed blood thinning tablets or injections. It is important to have them.
- Wear hospital stockings if you have been advised to wear them
- Move as often as you can, even if you are in bed.
- Drink fluids as advised.



## Preventing falls – Call don't fall

- If you need assistance – use the nurse call bell and tell us, we're here to help. We would always prefer to help you move around safely than to risk you having a fall.
- If you feel dizzy or faint – stop, sit down and call for help.
- Bed rails may be used to keep you safe.
- Keep everything you need within easy reach, especially the nurse call bell and your hearing aids or glasses if you need them.
- Wear good fitting shoes or slippers with rubber soles when walking around.
- Remember to use your usual walking aids.



## Preventing Pressure Ulcers

### Please;

- Try to keep mobile, even if you are in bed. Change your position frequently if you can
- Call the nursing staffs if you are uncomfortable. We are very happy to help.
- Special mattresses and cushions and equipment for support are available. Your nurse will arrange for some if you need them.
- If you are sore in any particular area then let the nurses know immediately.



## Eating & Drinking

### Please;

- It is important that you receive fluids and nourishment while in hospital, so please tell us if you are having difficulties in eating and drinking.



## Leaving Hospital

### Before you leave hospital please;

- Please make sure you have your discharge letter and any medicines and that they have been explained to you.
- Know who to contact if you have any questions or concerns
- Know when your next appointment is.
- Ask us to involve your family or carers in discussion about your on-going rehabilitation and care if you feel it necessary.

***Thank you for helping us to keep you safe***

*Sign up to*  
.....  
**SAFETY**



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## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan WN1 2NN

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## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## How We Use Your Personal Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your personal information” leaflet which can be found on the Trust website: [www.wwl.nhs.uk/patient\\_information/Leaflets/default.aspx](http://www.wwl.nhs.uk/patient_information/Leaflets/default.aspx)

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This leaflet is also available in audio, large print, Braille and other languages upon request. For more information call 01942 773105.

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