



Steps to keeping you safe during your stay.

Keeping you safe while in hospital is a priority for the Caregivers looking after you.

Simple steps to keep you safe during your stay.

Ensuring your safety and comfort is a top priority for our caregivers. There are some straightforward steps you can take to enhance your own safety during your hospital stay.

Ask for help, if you don't understand

Please make caregivers aware if you need extra help communicating or have any additional support needs, we should be aware of. Our teams are available should you have any questions or concerns.



Check your hospital wristband

Your wristband will be checked by caregivers' multiple times throughout your stay. This is part of our routine safety checks. We need to confirm you are the right person before we give you any medications or carry out any tests. Please check the details on your wristband are correct and tell somebody straight away if any of your information is wrong.

Make Caregivers aware of any allergies.

Please inform caregivers of any allergies you have such as medicines, foods or other materials such as latex or plasters.

If you have reported any allergies, check that you have been provided with a **red** wristband as this highlights an allergy to staff.



Tell Caregivers about your medicines.

To keep you safe, it is important we are made aware of any medicines (including vitamins & supplements) you are taking prior to your admission and any you have brought into hospital with you. This is important as your existing medication can sometimes react with new medicines or treatments you might be given whilst in our care.



Additionally, it's crucial to notify caregivers if you possess any medical alert cards or rely on devices like an insulin pump. You should never self-administer your own medication. Any medications in your possession should be either securely locked away or handed over to a relative to take home.

Do let us know if any medication looks unfamiliar to you. If you don't understand your medicines or have any concerns surrounding newly prescribed medication, dosages or possible side effects, please do ask a caregiver caring for you.

Preventing pressure ulcers - Stop the pressure

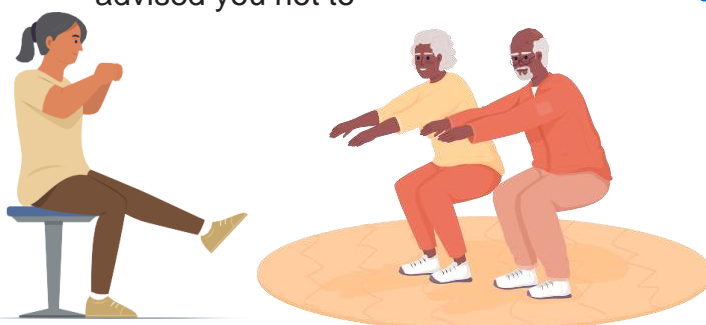
Pressure ulcers can affect patients of any age or health status due to extended periods of immobility. To avoid this, make sure to change your position frequently, particularly to reduce pressure on your buttocks and heels. When lying in bed, alternate which side you lie on, and shift positions regularly while sitting to stay comfortable.

- Do ask caregivers to help you change position if you find moving difficult or painful.
- If you are feeling uncomfortable in any area, especially where bones are close to the skin, speak to a clinical caregiver who will assess the area and assist you further.



Preventing blood clots

- If you are able, take short walks and/or do simple leg and ankle exercises.
- Drink plenty of water or other fluids - unless staff have advised you not to
- Depending on the reason for your admission, you may be prescribed injections or medications to thin your blood – please take these as advised.
- You may be asked to wear anti-embolic stockings. We will inform you on how to put these on and take them off and how long to wear them for.



Preventing slips and falls

- Please do wear the hospital anti slip socks provided to you.
- Wear good fitting shoes or snug fitting slippers with rubber soles such as trainers when walking.
- Keep everything within your easy reach, including your call bell.
- Use your usual walking aids.
- Most importantly, please do 'call, don't fall.'
- If you feel dizzy- stop, sit down, and let the ward caregiver know.

It is easy to underestimate the effects of surgery, anaesthetics, or medications on your ability to mobilise safely.

After surgery, the clinical caregivers will assess your ability to mobilise and advise you accordingly.

If you need any assistance at all, please do not hesitate to use the call bell provided in your bedroom and bathroom.



Preventing Infections



- Always wash your hands after visiting the toilet and before all meals
- Do not hesitate to ask any caregiver if they have washed or sanitised their hands before giving any care to you.
- Encourage your visitors to wash and sanitise their hands before they have any contact with you.
- If you move around the hospital, do use the antibacterial gel provided to clean your hands, ideally when you arrive and before you leave. These dispensers are in various positions around the hospital.
- Inform caregivers right away if you experience any diarrhoea, vomiting or any new flu or respiratory symptoms (including 24hrs prior to your admission)
- Let staff know if any of the tubes or needles attached to you become uncomfortable or painful.

Report any safety concerns.

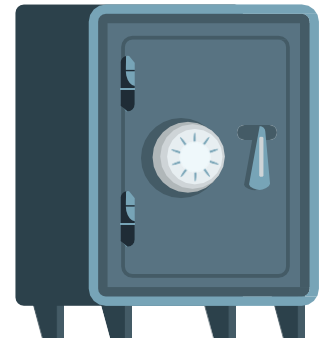
Please let us know if you are worried or feel unsafe at any time. We are here to help so please talk to us if you have any concerns at all about your care or treatment.



Securing your valuables

We recommend you leave valuables at home as we are not able to take responsibility for such items.

- If you do bring valuables into hospital, you should use the safe in your room.
- Instructions for use are on the safe and caregivers will be happy to assist if you have any questions.



Leaving Hospital

We will try our best to ensure that you are home for lunch, our aim is for you to be ready to leave the hospital at 11am. Before leaving the hospital, please ensure you:



- Have your discharge summary letter and understand this.
- Have been given any medicines to take at home and know what they are for and how to take them, including any side effects.
- Know the details of any follow up appointments that have been made.
- Know who to contact if you have any questions or concerns at any time.

We are here to help you.

The caregivers caring for you are here to help and to keep you safe, well and as comfortable as possible. We encourage our patients to be involved in their care, so if you have any worries or concerns about your treatment or what will happen when you leave hospital, please do talk to a member of the team.

If you have any suggestions or comments about the care, you or your loved one has received and you would like a response from the hospital, please contact the Patient Experience Team:

Patient Experience Department
Cleveland Clinic London
40 Grosvenor Place,
London. SW1X 7AW
Email: PatientExperienceCCL@ccf.org
Telephone: 0203 423 7007