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اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید۔

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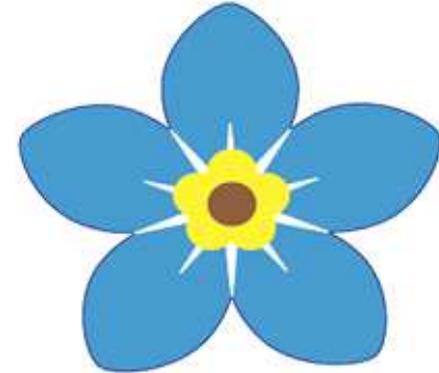
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Forget-Me-Not Scheme

Dementia Team



Forget-Me-Not Scheme

Supporting people with Dementia and Confusion

What is the Forget-Me-Not-Scheme?

The Forget-Me-Not scheme is used to help staff recognise when someone is experiencing memory problems or confusion. It will remind 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. The Forget-Me-Not symbol does not mean that the person has a diagnosis of dementia.

Why is it needed?

People can experience memory problems for a variety of reasons such as a result of a physical illness (known as delirium) which can be caused by infections or certain medications or as a result of changes in brain such as Parkinson's disease or dementia. 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 information being given, comprehend the questions being asked, follow instructions and to complete tasks.

It is 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.

What does it involve?

1. A blue Forget-Me-Not symbol will be placed behind your bed and on the patient information board to identify that you are experiencing memory problems due to dementia or acute confusion (delirium)
2. You will be offered the opportunity to complete a 'This is Me' hospital passport which will help us to understand your needs and provide individualised care.

How will it help?

Staff will make sure you know who they are and what is happening. They will explain again and offer reassurance as often as needed to make sure you feel safe and secure. They will provide support and help, but will encourage you to care for and make decisions yourself where possible. Staff will include your close family and friends in your care, to ensure the team are aware of your likes, dislikes, and personal wishes about the care you receive.

Do I have to do it?

No, you or your family can opt out if you would prefer.

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email pals@asph.nhs.uk. If you remain concerned, PALS can also advise upon how to make a formal complaint.

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