

Guidelines for visiting patients on the Stroke Unit (Ward 1)

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Current research shows that patients who have had a stroke or brain injury can be sensitive to over stimulation. This information is a guide to help balance stimulation and fatigue management (tiredness), particularly in the early days after a stroke.

Your Visits

- Keep visitor numbers to a maximum of two at any time. Ensure only one person speaks at a time.
- Include the patient in conversation.
- Show them items that are of relevance to them e.g. photographs/magazines, and try to talk around them.
- Read out small snippets from the newspaper or familiar magazines can be useful and reassuring.
- Keep visiting short if the patient shows signs of fatigue. Take a break and go for a coffee.

Orientation – helping people to adjust to their new situation and surroundings

- Being in hospital can be disorientating. Reassure your relative/friend, reinforce the day and date and why they are in hospital.
- Avoid testing the patient too much by asking lots of questions, instead provide clear and accurate information to support them.
- A note book or communication diary can help them recall events such as who has visited.

Fatigue

- It is important to allow your relative/friend time to rest without any disturbance both before and after activities or visitors.
- Rest does not need to be sleep; it may just be quiet time where there is little or no stimulation.
- Don't feel it is necessary to continually offer activities, music, television or conversation.
- Try not to bombard your relative/friend with too much information. Keep conversation to small bursts with time between different topics.

Remember that patients will be receiving varied sensory stimulation throughout the day, therefore it is important not to over stimulate and tire them out.

If your relative or friend is able to leave the ward you may find the Louise Hamilton Centre in the hospital grounds offers a pleasant change of environment. Please ask for details.

For more information contact

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Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

Trust Values

- Courtesy and respect
- A welcoming and positive attitude
 - Polite, friendly and interested in people
 - Value and respect people as individuals
So people feel **welcome**
- Attentively kind and helpful
- Look out for dignity, privacy & humanity
 - Attentive, responsive & take time to help
 - Visible presence of staff to provide care
So people feel **cared for**

- Responsive communication
- Listen to people & answer their questions
 - Keep people clearly informed
 - Involve people
So people feel **in control**
- Effective and professional
- Safe, knowledgeable and reassuring
 - Effective care / services from joined up teams
 - Organised and timely, looking to improve
So people feel **safe**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240