



Using 'Forget me not'

Information for Staff

The 'Forget me not' document has been developed by staff with the aim of improving communication, interaction and patient experience.

The 'Forget me not' card can be used for anyone who may have difficulties communicating for any reason. This may include people who have dementia, learning difficulties or physical disabilities as well as people who are too poorly or frail to tell us what they want at present.

- ✿ The information will help us to understand and remember what is important to our patients.
- ✿ Introduce the document to patients and their carers / families as soon after admission as possible.
- ✿ Invite them to share some of the information contained in the document with us. The use of the document is optional and patients and families may decline.
- ✿ Please ensure that they understand that this information will be available to everyone who meets the patient, and that this will include staff such as catering staff and volunteers.
- ✿ The document is to stay with the patient, somewhere in the bed area, which is visible and accessible.
- ✿ It is not part of the nursing documentation so should not be filed away with this.
- ✿ On transfer: Please think about your colleagues. The information in the document may be extremely useful to them.
- ✿ On discharge: Please ask the patient and their families what they would like us to do with the document. They may keep this if they wish to do so.