



Enhanced Care What does it mean for me?

Information for patients, family and carers

What is enhanced care?

Enhanced care is used when a patient needs extra checks or support because they may be at risk of harm to themselves or others.

Putting our patients first

At University Hospitals Birmingham, we work with patients, their families and carers to make sure everyone receives safe, compassionate, high-quality and person-centred care.

What will it look like?

You have received this leaflet because you or your relative needs enhanced care. This means you will have extra support during your hospital stay.

Enhanced care includes regular checks on your wellbeing, including your behaviour and mental state. Staff will use supportive approaches to help manage any challenges, build positive relationships and keep you safe through meaningful engagement.

Enhanced care may only be needed for a short time, or it may continue throughout your stay. Your needs will be reviewed every day, and the level of support may change depending on what you require.

There are different types of enhanced care. These are explained below.

- **In eyesight – may be constant or intermittent**
- **Arm's length – staff close by**

During enhanced care, a staff member may need to stay with you when you go to the bathroom or if you want to leave the ward.

Why might I need it?

There are many reasons why you may need enhanced care. Some common examples include:

- confusion, distress or agitation, which may be caused by a long-term medical condition or a short-term illness such as an infection
- a learning disability or autism, which may affect your ability to keep yourself safe

- drug or alcohol withdrawal or misuse
- a risk of falling
- mental health reasons

What matters to you?

To support you well during your time in hospital, we will work with you, your family and anyone involved in your care. We understand that being in hospital can feel unfamiliar or unsettling, and we want to make your stay as comfortable, personal and safe as possible.

To do this, we will ask you for information that helps us understand your needs. This may include your usual routines, how you manage day-to-day activities, how you communicate, and what you enjoy, such as hobbies and interests.

We use a range of documents to record this information, and you may hear some of these mentioned:

- “All About Me” – Dementia / Delirium
- Hospital passport – Learning Disability and Autism Spectrum Disorders
- Wellbeing passport – Mental health concerns

The completed documents will be added to your hospital record so that all staff involved in your care can access them. This also helps us support you if you come back to the hospital in the future.

Meaningful engagement – what will we be doing?

Meaningful engagement means spending time with you in ways that value your views, build trust and help keep you safe. It involves working together so you feel understood, supported and involved in your care.

Meaningful engagement may include:

- supporting you with your daily activities and helping you keep to your usual routines
- encouraging social interaction and providing activities that help with distraction
- offering resources such as cards, dominoes, books, music, picture cards, crosswords, sensory items or newspapers

I have some questions about my enhanced care. Who should I ask?

If anything in this leaflet is unclear, or if we have missed anything important to you, please let us know.

First, speak to the nurse in charge of your care, your relative’s care, or the ward manager. If you still need support or advice, you can contact the Vulnerabilities Team advice line on the number below (Monday to Friday, 8 am–4 pm). One of our specialist nurses will be happy to help you.

You can also contact our Patient Advice and Liaison Service (PALS). PALS is here to support you with any concerns or questions you may have about your care or your experience in the hospital. They are happy to listen, offer advice and help resolve any issues.

You can contact PALS by email or telephone:

PALS contact information

Email: PALS@uhb.nhs.uk

Telephone: 0121 424 0808

Vulnerabilities Team contact information

Email: vulnerabilities@uhb.nhs.uk

Telephone: 07768926651

Accessibility

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