

Easy Read

# The Dementia Friendly Hospital Charter for Wales



This document was written by **Improvement Cymru** and **Alzheimer's Society Cymru**. It is an easy read version of "The Dementia Friendly Hospital Charter for Wales".

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# How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what all the words in blue mean on **page 18**.

Where the document says **we**, this means **Improvement Cymru and Alzheimer's Society Cymru**. For more information contact:

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# Introduction



Dementia is a disease of the brain. It affects how a person thinks and behaves.



We have a plan for Wales to become a dementia friendly country.



Being dementia friendly means respecting people with dementia. And respecting their rights and choices.



Our plan includes hospitals and other places that care for people with dementia.

# The Dementia Friendly Hospital Charter



The Charter explains how people with dementia should be treated in hospital.



Going to hospital is often confusing and upsetting if you have dementia.



Hospitals in Wales want to give people with dementia better care.



This document says how people with dementia should be treated in hospitals in Wales.



# 1. Going into hospital



When you go into hospital you will have an **assessment**.



This helps the staff understand how to care for you.



You and the people that support you will be involved in your assessment.



Your assessment should look at all your needs. Including:



- How you communicate when you are feeling well.



- Your **ethnicity** and **culture**

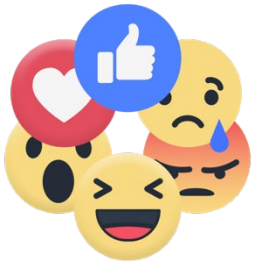
**Ethnicity** means the part of the world you are from.



**Culture** means things that are usual for you. For example: Your food, religion, celebrations.



- The people and things that are important to you.



- Things that make you happy or unhappy.



- Things you would like to do.



- Your physical and mental health.



- How you tell people you are not well or in pain.



- Jobs you do at home.



- Your routines at home.



- Whether you feel lonely sometimes.



- What support you might need when you leave hospital.



- If you have made any plans for the end of your life.



## 2. While you are in hospital



While you are in hospital staff will:



- Treat you with care and kindness.



- Talk to you and the people that support you about plans for your care.



- Make sure important information about you is shared with everyone who needs to know.



- Make sure you have what you need while you are staying in hospital.



- Care for you in a way that respects your **ethnicity** and **culture**.



- Understand how to support other disabilities you might have.



- Help you to use the language you prefer. For example: Welsh or sign language.



- Listen to you.



- Help you to find an **advocate** if you need one.

An **Advocate** is a person to speak up for you.



- Understand that sometimes you might use your behaviour to communicate your feelings.



- Support you to make choices about your care by giving you information in a way you understand.



- Make sure you have your glasses or hearing aids and check they are working.



- Always treat you with respect.



- Support you to do things for yourself when you can.



- Try to understand why you might be upset.



- Talk to your family and carers about your care.



- Make sure your care for is **person centred**. This means your care is based on your needs and what you want.



- Help you to stay active.



- Support you to take part in activities you might enjoy.



- Give you and your family a chance to say how you feel about your hospital care.



- Support your family and carers if they are upset.



- Support your family and carers if they have difficult choices to make.



- Understand the laws that support your rights. For example: **The Mental Capacity Act (2005).**



- Make sure you have the right care and support if you are at the end of your life.



### 3. The Hospital Environment



It can be difficult to find your way around a big hospital. Hospitals in Wales will:



- Use the same signs and symbols to help you find your way around.



- Make sure you can move around as safely as possible.



- Give you information about the hospital when you arrive.



- Help you to get used to the way some things work in hospitals.



- Encourage you to bring things that comfort you to hospital.



- Provide quiet spaces for you and your family to use.

## 4. Leaving Hospital



When you are ready to leave hospital.  
Staff will:



- Give you information about staying healthy at home.



- Organise a well-being check if you live on your own.



- Make sure you will have the support you need at home.

## 5. Keeping hospitals dementia friendly



Hospitals in wales will keep checking they are dementia friendly.



They will ask for feedback from you, your family, carers and staff.



Your feedback will help them to keep improving services for people with dementia.



Hospitals will continue to share new ideas about dementia care with other organisations.

# Hard words

## Advocate

A person who speaks up for you.

## Culture

Culture means things that are usual for you. For example:  
Your food, religion, celebrations.

## Ethnicity

Ethnicity means the part of the world you are from.