

Information for Patients

Dementia Care Team



We give support to all people living with dementia, carers and staff.

Royal Shrewsbury Hospital 01743 261000 extension 3179

Princess Royal Hospital 01952 641222 extension 4679

Welcome to the Dementia Team

We work on the wards to:

- Support for all staff, patients and carers
- Support the Butterfly scheme and REACH approach,
- Support use of the Patient Passport '**All About Me**'

The Butterfly Scheme

The Butterfly Scheme uses two butterfly symbols to help identify people who live with dementia.



The outline Butterfly identifies patients with memory loss or temporary confusion



The solid Butterfly is for people who have a diagnosis of Dementia

The scheme also:

- Reminds staff to communication with patients in a way they understand
- Help reduce anxiety and distress for patients and their families
- Supports patients to leave hospital as soon as they are able

Dementia care team: www.sath.nhs.uk/wards-services/az-services/dementia/

Information for Carers: www.sath.nhs.uk/patients-visitors/advice-support/information-for-carers/

Car Parking

A parking form is available for patients and visitors who may be in hospital for more than 3 days.

It lasts up to 12 weeks.

Please ask at the nurses' station for a Car Parking Form.

Carers' Support at Royal Shrewsbury Hospital

If you look after someone who would be unable to manage without your help and would like someone to talk to please contact the Shropshire Hospital Carers Workers Cathy and Michele on: 01743 257897 or 01743 250577

Carers' Support at Princess Royal Hospital

The Glebe Centre, Glebe Street, Wellington, Telford TF1 1JP
Phone: 01952 240209

We are signed up to John's Campaign



This gives carers more time to spend with the person in hospital outside of regular visiting hours. They can be there with the patient when they are having tests or they can go to theatre and recovery rooms. They can also help at mealtimes.

Further information is available from:



Feedback

We appreciate and encourage feedback which can be shared in a number of ways through the hospital website. Scan the QR code to give feedback. www.sath.nhs.uk/patients-visitors/patient-experience/feedback-hub/

Patient Advice and Liaison Service (PALS)

PALS will act on your behalf when handling patient and family concerns, they can also help you get support from other local or national agencies. PALS, is a confidential service.

Royal Shrewsbury Hospital, Tel: [0800 783 0057](tel:08007830057) or [01743 261691](tel:01743261691)

Princess Royal Hospital, Tel: [01952 282888](tel:01952282888)

Other Sources of Information

NHS 111

A fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days of the year.

111 (free from a landline or mobile) www.nhs.uk

Self Help & Support Groups

A selection of websites providing access to good quality health information, local organisations and community groups is available from the library. www.library.sath.nhs.uk/find/patients/

Information in Other Languages or Formats

If you require this information in a different way such as easy read, a different language, larger print, audio or braille please tell a member of staff or contact the Patient Experience Team;

sath.patientexperience@nhs.net or [01743 261000](tel:01743261000) ext. 2503.

Your information

Information about you and your healthcare is held by the NHS. You can find out more about how we hold your information and how it is used on our website: www.sath.nhs.uk

Website: www.sath.nhs.uk

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