



STOP PRESSURE INJURIES

A pressure injury may also be known as a bedsore.

It involves an area of skin and may also affect the muscle and bone.

When you are lying in bed or sitting in a chair, you may become sore from pressing on the bed or chair.

Anyone is at risk of a pressure injury!

What you can do:

- Talk to a member of your treating team if you notice any areas of your skin showing changes or areas you are concerned about.
- Keep moving! Change your sitting and lying position as much as possible.
- Keep weight off bony parts of your body e.g. heels and tail bone.
- Don't lie on a sore if you already have one.
- Keep skin clean and moisturise skin to prevent flaking. Let staff know if you need help.
- Eat a healthy balanced diet (including fruit and vegetables).



CHANGES IN YOUR HEALTH CONDITION

Our staff are trained in noticing changes in your health but you can help by letting staff know:

- If you do not feel well.
- If you think your condition has changed.
- If you think that something has been missed.



HELPING YOU STAY ON YOUR FEET

Falling over is the main cause of injury in hospital!

Falls can cause serious injuries and disability.

What you can do to help:

- Make sure you can reach your call bell.
- If staff have asked you not to get up and walk on your own please wait for help.
- Press your call bell for help when needed.
- Turn the light on so you can see clearly.
- Never walk in socks. Always wear supportive, flat, non-slip shoes.
- If you use a frame or walking stick, bring it in.
- Bring in your glasses or hearing aids from home.
- If you need to get out of bed, make sure your bed is no higher than knee height.
- Make sure you know where the toilet is.
- Staff will talk to you about sitting out of bed, walking and exercising. This is also important in assisting your recovery.

Family members can help by:

- Spending time with your family member.
- Notifying nursing staff when you are leaving, especially if the patient is confused.
- Ensuring that prior to leaving you leave the environment free of clutter (chairs especially).
- Ensure call bell is within reach.

Acknowledgments:

Alfred Health, Victoria – Clinical Governance Unit - National Standards Patient Information Brochure.

Australian Commission in Safety and Quality in Health Care (ACSQHC) (September 2011). *National Safety and Quality Health Service Standards*. ACSQHC. Sydney.

People caring for people



The Australian National Safety and Quality Health Service Standards

Information for Patients, Family Members and Carers

What you need to know whilst you are in hospital



The Australian Commission on Safety and Quality in Health Care is a government agency that leads and coordinates national improvements in safety and quality in health care across Australia.

This agency has developed ten National Safety and Quality and Health Care Standards which have been designed to protect the public from harm and to improve the quality of health service provision across all Australian health care organisations.



PATIENTS COME FIRST

Patients and carers have an important role to play in the safe delivery of healthcare.

You should be aware of your healthcare rights and receiving care that is of a high quality and is safe. If staff have not shown you a copy of the Charter of Healthcare Rights please ask them to discuss it with you or give you a copy.

An interpreter will be arranged for patients who are unable to speak English.



MAKING THE RIGHT CHOICES ABOUT YOUR MEDICINES

Medicines are an important part of your treatment. Hospital Staff will ask you which medicines you take at home – either prescribed by your doctor or from your local pharmacy or health store.

Let us know if you have allergies or reactions to any medicines or food e.g. shellfish or peanuts.

Before going home, you can ask the staff for written information about your medicines.



KEEPING YOU GERM FREE

Germs can be spread by our hands even when they look clean.

Removing these germs by hand washing or using hospital provided hand rub can help prevent the spread of infection in hospital.

Soap and water can be used to clean the hands if they look dirty, if you are going to eat or if have used the toilet.

At other times the hand rub can be used to clean your hands.

Visitors should use the hand rub when arriving and leaving your room.

Family and friends who are unwell with colds, stomach bugs or rashes should not visit you.



IDENTIFICATION

We need to know who you are!

Your identification helps us give you the right care.

You will be given an identification band to wear.

Make sure the information on this band is correct.

Staff members should check your identification before giving you medication or before you undergo any test or procedures.

You need to know who we are!

Ask who your nurse is for each shift.

All staff should be wearing an identification badge.

If you are not sure who someone is, please ask.



HANDING OVER PATIENT INFORMATION

Patients in hospital receive care from nursing, medical and allied health staff. Staff involved in your care need up to date information about your condition and treatment.

Clinical handover involves the sharing of information between staff involved in your care. You can expect that staff will update you and involve you in handover information on a regular basis so that you know what is going on and your healthcare needs are met.



SAFE USE OF BLOOD

If you require blood whilst in hospital you will be asked to give your consent to this.

Please let us know if you have had any problems with blood products in the past.

When the nurses give you your blood transfusion they will ask you to tell them your name and date of birth.

Written information on the risks and benefits of blood is available. Please ask your nurse or doctor if you would like to receive this.