

# Good practice communication guide for carers



## When a person come in to your care

When a person comes into your care, ensure that you fully understand their care needs.

Get to know the person so that you can notice any changes.

Be aware of any specialised requirements to ensure that the care is personalised.

Always keep the person you are caring for at the centre of everything you do.

If the person has recently moved home, encourage them to register with the local GP practice as soon as possible. Keep the details of their old address to hand until this has happened.

Check if the person's GP has provided a copy of their key information summary (KIS).

Be aware if the KIS contains a 'do not resuscitate' and other special requirements.

Consider each person and introduce the concept of an anticipatory care plan (ACP) to ensure that their wishes can be considered.

What happens if the person needs additional support?

- who will provide this?
- who is there for them and when?
- ensure you are aware of the person's next of kin, welfare guardian or other contact and that details are available.

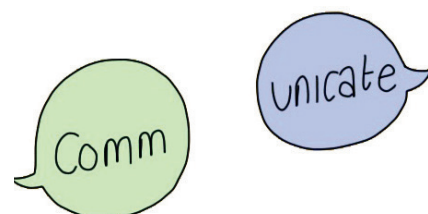
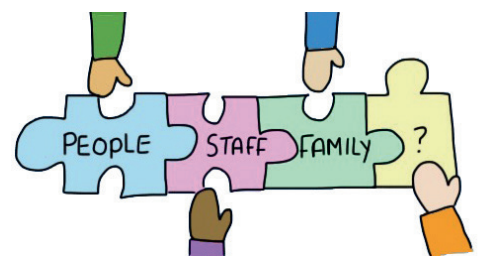
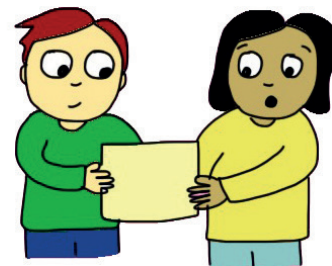
Introduce the person to Near Me so that they can consider having clinical appointments remotely and amend consent records accordingly.

Ensure you know where all records are for all people experiencing care.

Ensure daily logs and handovers give accurate information on changes to the person experiencing care.

Try to ensure that you are aware of all health matters for everyone you are supporting and that you receive relevant information and training.

Lots of information can be found on the HUB, ihub and NHS websites.



Ensure that all care plans are reviewed regularly and are available at all times.

As a carer:

- do you know what to do if you encounter an unplanned event?
- are you trained to deal with unexpected situations?



When an unplanned event happens, consider what may be needed for example, emergency services, NHS 24 111 advisor, or local services during 'normal' hours.

Use the healthcare support tool to:

- listen carefully and record what the person tells you about their symptoms if they are not well.
- gather together all the relevant information you have access to about this person and then, with the person if possible, decide what support they need and from who.



**If it is urgent – call 999.**

Whenever possible, make a call for support with the person you are supporting.

Give as much information about the person to the responder or call handler as you can.

Help the person to speak to the call handler if possible.



### **Things to look out for**

How does the person look today? Tired? Unwell? In pain?  
More confused? What are they saying to you?

Are they eating and drinking as normal? Dehydrated? Losing weight?

Are there changes in toilet habits? Smelly urine? Constipated or diarrhoea?

Is mobility as normal?

Check documentation – what is it telling you? Anything condition specific?

If you are concerned – seek support.



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