

# West Sussex Hospitals NHS Foundation Trust

## Are they different today?

### Behaviour

Provide reassurance.

Be calm and patient.

Make instructions simple.

Do not challenge their unusual beliefs.

Are they over stimulated?

Do they have specific triggers for challenging behaviour, e.g., sounds, certain people.

Avoid making residents do something they don't want to do.

Does the person have any unmet needs? E.g., thirsty, pain.

### Physical review

Have they had a change in medications?

Hot, swollen skin?

A cough?

Dark, smelly urine?

Check temperature.

Check blood pressure.

Are they constipated?

Are they bathing regularly?

Are they mobilising regularly?

### Environmental

Lighting.

Noise.

Do they know where they are?

Too hot or cold.

Are there clear signs? E.g., toilet.

Do they have space to move around?

Do they have pictures to make it feel homely?

Do they have access to the rooms they want to be in? E.g., bedroom, kitchen.

### Family and social

Work with the family.

Do they have contact with family? If not, are they provided with social contact?

Ask family to complete life story document, 'This is me'.

Work with family to promote personal care.

### Continence

Have a toilet programme in place.

Hygiene, provide assistance.

Mobilisation, use regular prompts.

### Pain

Ask if they are in pain and if so, provide appropriate pain relief.

Look for facial gestures.

Look for body language.

### Food and drink

Encourage fluid intake.

Monitor fluid intake, not fluid given.

Encourage food intake.

What do they like and dislike?

Discuss with family.

Check dentures are worn, do they fit?

Do they have problems swallowing?

### With thanks to the following organisations

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Tees, Esk and Wear Valleys NHS Foundation Trust