

If you are caring for someone with memory problems and you would like additional support and information the following organisations can help.

### **Carers' Associations**

#### **Age Uk, Middlesbrough**

Email:  
front.office@ageukteesside.org.uk  
Telephone: **01642 805500**

#### **Alzheimer's Society, Middlesbrough**

Email:  
darlingtonteesside@alzheimers.org.uk  
Telephone: **01642 442030**

#### **Carers Together, Redcar**

Email: carerstgether@btconnect.com  
Telephone: **01642 488977**  
(Dementia Advisor Service)

#### **Hambleton and Richmondshire Carers**

Email: info@hrcarers.org.uk  
Telephone: **01609 780872**

#### **Sanctuary Supported Living, Middlesbrough**

Email: rebekah.mcclelland@sanctuary-housing.co.uk  
Telephone: **01642 223544**

## **Comments, compliments, concerns or complaints**

South Tees Hospitals NHS Foundation Trust is concerned about the quality of care you receive and strives to maintain high standards of health care.

However we do appreciate that there may be an occasion where you, or your family, feel dissatisfied with the standard of service you receive. Please do not hesitate to tell us about your concerns as this helps us to learn from your experience and to improve services for future patients.

## **Patient Advice and Liaison Service (PALS)**

This service aims to advise and support patients, families and carers and help sort out problems quickly on your behalf.

This service is available, and based, at The James Cook University Hospital but also covers the Friarage Hospital in Northallerton, our community hospitals and community health services. Please ask a member of staff for further information.

Author: Dementia education team

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**The James Cook University Hospital  
Marton Road, Middlesbrough, TS4 3BW.  
Tel: 01642 850850**

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## **Preparing for a visit or stay in hospital**

Information for patients with  
memory problems and their carers



MIPS5057

**Appointment time**

**Date:**

**Location:**

**Name and number of hospital contact:**

We would advise you leave valuables at home and bring in only a small amount of money for buying items such as newspapers, phone cards etc. You are responsible for the safety of your items.



It can be reassuring to bring in photos of family to keep by your bedside.

If you have a 'This is Me' booklet or a 'Hospital Passport' (for people with learning disabilities) giving information about yourself it would be helpful to bring this with you to hospital.

**Scan this code to take you straight to the Forget-me-not information web page. The leaflet can be printed off, filled in and brought with you to your appointment.**

**What to bring to hospital**

When coming into hospital, to make your stay more comfortable, please bring:

- Any medication you are taking at present
- Hearing aids, glasses and false teeth if you have them
- Night clothes
- Dressing gown
- Comfortable day clothes and shoes
- Toiletries
- Tissues
- Well-fitting slippers
- Sanitary or incontinence pads (if needed)

**We know that a stay in hospital can be upsetting, so we can provide a Forget-me-not card to help us to get to know you better.**



The details on your Forget-me-not card will help us to understand and remember what is important to you. We can then try to make your stay less stressful.

Questions you may want to ask:

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