

Keeping you safe



At GenesisCare, we work with you and your carers to include you in decisions made about your care. Your safety is important to us. This information will help you understand some processes so that together, we can maintain a safe care environment. We'll discuss a care plan with you because it can assist with your treatment. Please tell us about your health and feel free to ask questions.

Patients come first

You should be aware of your healthcare rights and receive care that is safe and of high quality. The **Charter of Healthcare Rights is displayed in our reception and a hard copy is available** please ask our staff to provide you with a copy and if you have queries, they can discuss it with you. If you don't speak English and require assistance, please let staff know and they'll arrange an interpreter service. If you're not satisfied with the care we've provided and wish to make a complaint, please submit a feedback form (available at reception).

Patient identification

Your identification helps us give you the right care. All staff members will check your identification before you undergo any tests or procedures or giving you medication. Staff will confirm that they are matching the right care as planned for you. Please expect to be asked these questions regularly. This is very important to keep you safe. Please assist us by volunteering this information when asked. All staff should be wearing an identification badge. If you are not sure who someone is, please ask.

Communicating for safety

Our patients 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.

Infection risk

When people are unwell, they can be at risk of developing an infection. You can help stop the spread of germs by:

- Hand washing or using an alcohol-based hand rub when arriving and when leaving the site
- If you don't see staff cleaning their hands before they provide care to you, it's okay to ask if they have cleaned their hands
- Covering your nose and mouth when coughing or sneezing and washing your hands afterwards to reduce the spread of germs

Comprehensive care

Some of the following information may be applicable to you, please read carefully.

Pressure injuries

A pressure injury may also be known as a bedsore. People who sit or lie in one position for a long time are at risk of developing a pressure injury. You may also develop a pressure sore from equipment that is tight and pressing on your skin. Our staff will monitor patients who have an existing pressure injury and patients who may be at a higher risk of developing a pressure injury. If you notice any signs of redness or soreness on your skin, let our staff know immediately.

What you can do

- Don't lie or sit on a sore if you already have one
- Change your sitting and lying position as much as possible
- Keep skin clean and moisturised to prevent flaking
- Let our staff know if any of your treatment devices are digging in or painful when fitted e.g. masks, casts etc.

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Patient deterioration

It's important to let us know if you're not feeling well or you feel sicker than usual. Let staff know when you arrive, and we can arrange for the nurse to see you. Call bells are in bathrooms, change rooms, waiting rooms and treatment rooms, if you feel unwell press the call bell immediately and staff will come to help you. We have systems in place to contact emergency health services when needed. Our staff are trained to notice changes in your health, but you can help by letting staff know:

- If you do not feel well
- If you are worried about how you are feeling
- If you think your condition has changed
- If you think that something has been missed

Medication safety

You will be asked to complete a list of medications that you currently take. Your doctor may ask further questions about your medications. Please tell us about any allergies or side-effects you have had from any medications. If you can't remember the names of the medications you have been prescribed, please bring them in with you including the written information about that medicine.

Nutrition

Patients with cancer can be at higher risk of developing malnutrition because of their illness or sometimes their treatment. Signs of malnutrition include loss of weight without experiencing a decrease in appetite. Staff may ask you if you're experiencing these signs during your treatment. Please let the staff know if you would like more information about your diet.

Wellbeing

Experiencing treatment for cancer can be stressful and sometimes people feel that they are not coping as well as they usually do. If you are feeling overwhelmed, anxious or not coping as you usually do, please tell your doctor or nurse and we can help you.

Advance care planning

Advance care planning helps to ensure that your loved ones and your doctors know what your health and personal preferences are if you are ever not able to speak for yourself. Advance care planning involves completing an Advance Care Directive Plan. If you have an advance care plan please bring a copy in, or speak to your doctor if you'd like more information.

Falls risk

Falls are more likely to occur when you are unwell, feel dizzy or have poor eyesight or low blood pressure. Some medications also increase your risk of falling. Falls can cause serious injuries. We will ask you questions to assess your risk of falls and provide more detailed advice if needed. Here's what you can do to help reduce your risk of falling.

What you can do to help:

- Call for assistance if you are feeling unwell and don't stand up
- Wear supportive, flat, non-slip shoes
- If you use a walking frame or stick, bring it with you
- Bring in glasses or hearing aids from home

Families can help by:

- Accompanying you to appointments if needed
- Prior to leaving you, ensuring the environment is free of clutter and trip hazards
- Notifying staff if you're feeling unwell or if they are worried about you at any stage