



8 Stop pressure injuries

Anyone can be at risk of pressure injuries which may result from lying or sitting in bed, in the same position, for too long.

What you can do to avoid pressure injuries:

- ✓ Talk to the staff caring for you if you notice changes to your skin or are worried.
- ✓ Pressure relieving equipment is available to help prevent pressure injuries – just ask.
- ✓ Keep moving – change your sitting or lying position often.
- ✓ Keep weight off bony body parts e.g. heels, tail bone.
- ✓ Keep skin clean and moisturised to prevent flaking – ask staff for help if you need it.
- ✓ Eat a healthy, balanced diet which includes fruit and vegetables.



9 Changes in your condition

Staff are trained to notice a change in your health condition.

You or your visitors should tell staff if:

- ✓ you do not feel well
- ✓ you think your condition has changed or worsened
- ✓ you think something has been missed
- ✓ you are concerned about your baby



10 Preventing falls

Falling over is the main cause of injury in hospital and can cause serious injury.

What you can do to avoid falls:

- ✓ Check you can easily reach your call bell and press it when needed.
- ✓ If staff have asked you not to get out of your bed/ chair on your own please ask for help.

- ✓ Never walk in socks unless 'non-slip' provided. Always wear flat, non-slip shoes.
- ✓ Bring in your glasses, walking and hearing aids if you use them.
- ✓ Make sure your bed is lowered to knee height when getting out.

Staff will talk to you about sitting out of bed, walking and exercising which are all important in helping you recover.

Family members and carers can help by:

- ✓ Visiting their family member in hospital.
- ✓ Making sure the environment is free of clutter, especially chairs, before leaving.
- ✓ Making sure the call bell is within easy reach.



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This document can be made available in alternative formats on request for a person with a disability.

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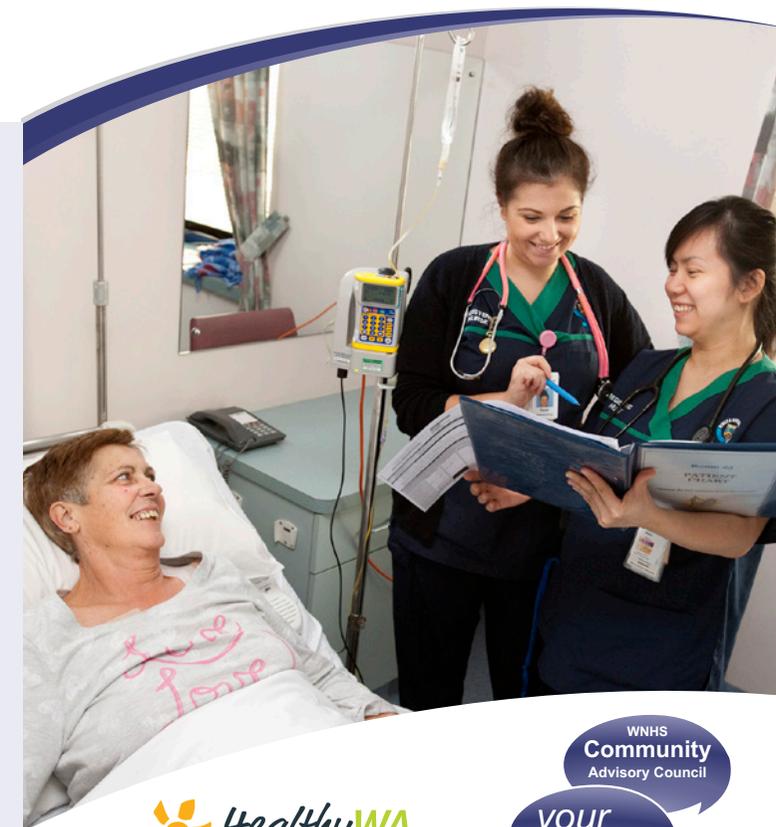


What you need to know while in hospital

Information for patients, families and carers



National Safety and Quality Health Service standards



 **HealthyWA**
healthywa.wa.gov.au



Safe, quality health care – it's everybody's business

The Australian Commission on Safety and Quality in Health Care is a government body which has developed a set of ten National Safety and Quality Health Care Standards to make sure you receive consistently safe, high quality care while in any health service across Australia.

Each standard is outlined below and includes information about your role in ensuring you receive safe, quality care.



1 Governance for safety and quality in health service organisations

The Women and Newborn Health Service follows a best-practice healthcare plan to ensure safe, high quality, patient-centred care.



2 Patients come first

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

You should be aware of your right to receive high quality, safe care, as outlined on the WA Public Patient's Hospital Charter – if you haven't seen it please ask the staff caring for you for a copy or view it online at www.health.wa.gov.au/services/downloads/Hospital_Charter_booklet.pdf



3 Keeping you healthy and germ-free

Have you seen the staff caring for you or your visitors wash their hands or use hand gel?

If not, ask them. Clean hands greatly reduce the spread of infection and illness.

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



4 Medication safety

Medicines are an important part of your treatment.

Hospital staff will ask you about medications you may already be taking, both prescribed by your doctor and from the pharmacy or health store.

Let staff know if you have any allergies or reactions to any medicines or foods.

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



5 Identification - ID

Your ID band will ensure you receive the right care. Make sure the details on it are correct.

Staff should check your ID before giving you medication and before you undergo tests, procedures or therapies.

All staff caring for you should be wearing visible ID – if you don't know who someone is, please ask.



6 Change in staff caring for you – clinical handover

While in hospital you will receive care from a range of midwifery, nursing, medical and allied health staff. All staff need to be informed and kept up-to-date with your condition and plans for care.

Clinical handover involves sharing of information between staff involved in your care. Where possible, you should be present during handover so you know your health care needs will be met.



7 Safe use of blood

Your consent is needed before you receive blood while in hospital. Information on the risks and benefits of blood products is available for you to read and you will have an opportunity to ask questions about your treatment.

Let staff know if you have ever had problems with blood products.

You will be asked your name and date of birth before receiving a blood transfusion.