



Telling the team what they cannot know

Staff meet your relative for the first time when they are already ill. You know their normal self. Fill this in and hand it over, or use it as your script on the phone. It works for your doctor, other healthcare providers, ambulance crews, hospital wards and care homes.

The six things that help most

- ☐ What the person was like a week ago, in a sentence or two

- ☐ What changed, and when it started

- ☐ Their medicines, including anything started or stopped in the past two weeks (or bring the boxes, or photograph them)

- ☐ Any illness in the past few days: fever, cough, pain, a fall, constipation, poor drinking

- ☐ Whether anything like this has happened before

- ☐ Your name and phone number

Also worth telling the ward

- Hearing and sight: do they use aids, and where are they?
- Their usual alcohol intake, including any recent sudden reduction or stop
- The name they answer to, what calms them, what upsets them, how they take their tea

Use the word delirium. "He is nothing like his normal self. Could this be delirium?" is enough to start the right process.