



ACTION PLAN (2) for Your Care Needs You!

YCNy! *isn't just* a [BOOKLET, FILM](#) and an [ADVICE TO HELP YOU AT HOME SHEET](#). YCNy! asks patients to think ahead and plan for going home. It encourages them to understand and do things in hospital so that they can manage their own care at home. Patients have told us that they can't do this without help and encouragement from staff. Find out how to do this below.

Care activities	Ways in which patients / families & staff can be involved
 <p>Patients know about their health & wellbeing</p>	<p>Patients / families have a responsibility to...</p> <ul style="list-style-type: none"> ▪ Ask staff what they are being treated for and how long they will be in hospital ▪ Find out what is going on with their care <p>Staff can...</p> <ul style="list-style-type: none"> • Encourage patients to understand what they can do for themselves to help their recovery e.g. drink frequently, get up and move, let staff know if their symptoms get worse • Encourage patients to ask about things they need to know so that they can look after themselves at home, consider involving families or carers especially if this is sensitive or complicated information
 <p>Patients keep their strength up so that they can manage better when they return home</p>	<p>Patients / families have a responsibility to...</p> <ul style="list-style-type: none"> ▪ Ask staff if there are any restrictions to them being able to get up and about ▪ Write notes / questions in their booklet (for staff) <p>Staff can...</p> <ul style="list-style-type: none"> ▪ Encourage patients to ask questions / get up & get moving safely ▪ Refer patients to their booklet if they are reluctant but able to do more ▪ Ask patients '<i>what would you like to know / do?</i>' rather than 'do you have any questions?' ▪ Check for any notes written in the booklet (carers may leave notes) ▪ Encourage families to bring in clothes for patients (PJ paralysis) <p>If you can, help patients to get up and move about (think about existing activities e.g., lunch at a shared table, walking to a day room)</p>



Patients know about & manage their medicines at home

Patients / families have a responsibility to...

- Ask staff about their medicines (what they are, why they have changed, how to take them)
- Ask staff to help them practise taking them (e.g. popping pills out of packets)

Staff can...

- Use 'Teachback' by asking patients what they think their medicines are and what they are for. This promotes error checking in patients
- Help patients prepare any questions before ward rounds
- Be an advocate for patients who find it difficult to ask questions at ward rounds
- During medicines rounds, open medicines in front of patients and briefly explain what they are or help patients to take their own medicines
- Involve your pharmacist / pharmacy technician in supporting patients to take or understand their medicines



Patients know what to do on returning home

Patients / families have a responsibility to...

- Read the 'Advice to help you at home' sheet
- Ask questions before going home

Staff can...

- Encourage patients to read the PATIENT ADVICE TO HELP YOU AT HOME sheet before they go home
- Ask patients '*what else would you like to know?*' rather than do you have any questions?
- Provide patient specific advice / information if required e.g. the telephone number for a specific service they are being referred to post discharge