

# Personal Information Boards

## Supporting person-centred care



Information for patients, carers  
and your healthcare team

## What is a personal information board?

Personal information boards help patients, carers and your healthcare team see and understand individual preferences, needs and what matters most to people.

People can add information they are happy to share and to prompt any questions they have for the healthcare team.

We use the boards across our hospitals. They are a little different for children and in maternity care areas.

## Why use them?

Adding information to the boards supports people to be more involved in their care, sharing decision making. It gives our healthcare team important information, such as what you like to eat, or your goal for the day. It will help the whole team get to know patients as individuals better.

If you are not happy to share information on the board, and do not wish your team to use the personal information board with you, please let a member of the team know. We will always respect your choice.

## Using the boards

- Use the boards as soon as you or your loved one feels able to after being admitted
- You, your healthcare team, your carer or loved ones can add to the boards or change the information at any time
- You can take the board off the wall and fill it in when you are in bed, or when sitting in a chair if you like. They are lightweight and use magnetic strips to keep them on the wall.
- Please only use the black dry wipe board pen provided
- Don't worry if you move ward as the board can move with you

## Top tips for patients or carers about the sections on the board



### Symbols

Please tick if any apply



### Reasonable adjustments, or if you have an additional care plan

If you have a disability, a learning disability, sensory needs, mental health needs, or are autistic, please tell us what changes we can make to the environment or your care and treatment. An example could be trying to reduce noise. If you have an additional care plan, please tick the box so that your healthcare team know to read your plan.



## What matters most to you or your goals

Your healthcare team know that what is important to people is different for everyone and can change at any time.

Some people want to get dressed that day, whilst some people set a longer-term goal such as walking on their own again.

It might help to think about one of these questions:

- What is most important to you whilst you are here?
- What would make today feel like a good day?
- What would help you feel like you today?

By sharing what is important to you, your healthcare team will support you and work with you to set achievable goals.

We can make sure we focus on supporting you. You can change your goal or share what matters most to you as little or often as you like.



## Questions I or the people important to me have for the team

You can make a note of any questions you or your loved ones have for the team.

This can help because sometimes when members of the healthcare team visit, people can forget something that they wanted to ask.

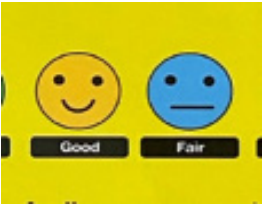
Carers and loved ones may have questions too and are welcome to add these to the board to be answered by the team.



## Therapy recommendations

It is important that people are encouraged to work towards their therapy goals at every opportunity. We know how quickly people can lose their independence when they have a long hospital stay, so it is important that people are encouraged to work towards their therapy goals at every opportunity.

If you are under the care of the therapy team, your therapist will put information on the board that will support, you and the healthcare team. This could be how best to help you to move or if you are working on a particular goal, such as sitting out of bed. This means we can work together to help you to achieve this.



## How are you today?

You will usually be asked twice a day:  
How are you feeling?  
and  
How are you feeling compared to last time we asked?

The healthcare team ask all our patients or their carers these questions to make sure we respond to any deterioration in your condition quickly and safely.



## Nutrition and hydration

You might like to add any favourite foods or dislikes you have here. If you use a certain cup or have a preferred drink, you can add this here.

You or your health care team can add information here such as if you need support or have any dietary requirements.



## Religious or cultural needs

Please add any information you would like to share with your healthcare team.

Our Chaplaincy Team supports people of all faith groups. You could make a note here if you would like to speak with the team.



## Communication needs

You can add anything you think your healthcare team needs to know here such as if you prefer to have information written down, or in a different language.

You might wear glasses or use a hearing aid. You, or your loved one may be forgetful, and you might need information repeating. Let the team know so they can make sure we communicate well with you.



## Discharge

This is where you and the team can add the date we are working towards for discharge, or a confirmed date when we have this.



## Any other information

This is extra space for patients, carers and your healthcare team to add information which has not been included elsewhere.

**If you have any comments about this leaflet or the service you have received you can contact :**

The Patient Experience Team

PatientExperience@cht.nhs.uk

www.cht.nhs.uk

**If you would like this information in another format or language contact the above.**

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਚ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਚੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,  
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ کی زبان میں درکار ہوں، تو  
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم  
المذكور أعلاه"