

Enhanced Therapeutic Observations and Care (ETOC)

Information for patients, relatives and carers

What is ETOC?

Enhanced Therapeutic Observations and Care (ETOC) is additional support provided to patients who may need closer monitoring, reassurance, or assistance to help keep them safe during their hospital stay. ETOC aims to provide safe, compassionate, person-centred care while supporting the patient's wellbeing, dignity, and individual needs.

Why might a patient need ETOC?

A patient may require ETOC for a range of reasons, including

- Confusion, delirium, or memory difficulties
- Dementia or cognitive impairment
- Mental health difficulties
- Risk of falls
- Distress, agitation, or aggressive behaviour
- Alcohol or drug withdrawal
- Wandering or leaving the ward unexpectedly
- Pulling at medical equipment or treatment devices
- Increased vulnerability following illness, injury, or surgery

The need for ETOC is assessed by the clinical team and reviewed regularly. Observation levels may increase, reduce or stop depending on the patient's needs.

What are the levels of support?

Green – Enhanced Care Need

The patient may require additional support, reassurance, or monitoring from ward staff but does not require enhanced therapeutic observations.

Yellow – Enhanced Therapeutic Observations

The patient receives more frequent checks and support, usually every 15 minutes, to help monitor their safety and wellbeing.

Red – Enhanced Care Need

The patient receives continuous support and supervision from a designated member of staff to help keep them safe. This may be a member of the enhanced care team or a ward staff member. Where observation is required, staff will seek to maintain the patient's dignity, privacy, and independence wherever possible.

What does ETOC involve?

ETOC is more than observation alone. Staff may provide support through:

- Reassurance and emotional support
- Helping patients remain orientated to their surroundings
- Supporting comfort, hydration, nutrition, and personal care
- Encouraging safe movement and activity
- Recognising signs of distress and responding appropriately
- Supporting communication and engagement
- Helping create a calm and safe environment

The support provided will vary according to the patient's individual needs.

Person-Centred Care

Patients receiving ETOC have an individualised plan of care developed around their specific needs, preferences, and circumstances. Where possible, patients, relatives, carers, and those who know the person can help by sharing information that helps staff provide personalised support.

This may include:

- Preferred name
- Communication needs or preferences
- Daily routines and habits
- Likes and dislikes
- Interests and hobbies
- Cultural or religious needs
- Things that provide comfort or reassurance
- Strategies that may help reduce distress

Please use the personal information boards to share this information or speak to a member of the healthcare team

John's Campaign and Support for Unpaid Carers

Calderdale and Huddersfield NHS Foundation Trust (CHFT) recognises the valuable role carers have in the reassurance and dignity of patients in our hospital, and that their presence here is in response to the needs of the patients and not merely restricted to visiting hours. At CHFT, we welcome all carers outside of visiting times and want carers to know that they have the right to stay with the person they care for throughout the day or night on our wards. However, we understand that carers often have other responsibilities. They have a right but **not a duty** to continue to provide and support care. Please ask a member of staff about a carer lanyard and our support for unpaid carers themselves.

Items from Home

Familiar items can often provide comfort and reassurance. You may wish to bring in items such as:

- Glasses
- Hearing aids
- Dentures
- Mobility aids
- Family photographs
- Memory books
- Favourite clothing
- Familiar blankets or toiletries
- Resources related to their preferred activities (for example a puzzle book or fidget muff)

Please label personal belongings where possible please speak to ward staff before bringing valuable items into hospital.

Mental Capacity and Legal Safeguards

Some patients receiving ETOC may require additional legal safeguards if they are unable to make decisions about their care and treatment. Where this is necessary, staff will discuss the process with the patient and/or those important to them.

Not all patients receiving ETOC require legal safeguards, and any decisions are made on an individual basis.

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

Enhanced Care Team
Huddersfield Royal Infirmary
Telephone No: 01484 355819

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 یی معلومات کسری اور فارمٹ طریبان می درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے می ہم سے رابطہ کریں۔

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