Communicating with people living with frailty

Top 10 tips

Good communication will provide reassurance and will ensure you fully understand their needs

1 Before interacting with the person, observe them (watch for non-verbal clues)

2 Ask the person if they would like a family member or carer present when discussing their care

3 Tailor your communication approach to the person's needs and preferences (including being aware of their auditory and visual needs)

4 Actively listen to what matters to them most (including what gives them joy and what concerns them)

5 Use eye contact to reassure and make a personal connection

6 Respect their ethnic and cultural preferences and adapt your approach (including providing information in different languages)

7 Provide choice in the options for care available to them (don't assume and don't overwhelm)

8 Treat their decisions with dignity and privacy

9 Promote independence during your conversation with them

10 Appreciate that the person may need longer to talk to you to tell you their needs (don't rush them)

Click on the links for more information

These resources can be used to help with conversations with your patients

What matters

Developed by Institute for Healthcare Improvement (IHI)

What matters to IHI is that those who work in health care understand the impact that asking, "What matters to you?" has on quality, safety, and the joy of the health care workforce.

ihi.org/Topics/WhatMatters/Pages/default.aspx

Patient participation

Developed by NHS England

Evidence tells us that supporting patients to be actively involved in their own care, treatment and support can improve outcomes and experience for patients.

england.nhs.uk/ourwork/patient-participation/

Patient Centred planning

Developed by NHS England

Personalised Care and Support Planning is key for people receiving health and social care services. It is an essential tool to integrate the person's experience of all the services they access so they have one joined-up plan that covers their health and wellbeing needs.

england.nhs.uk/ourwork/patient-participation/patient-centred/planning/

This is me

Developed by NHS England

'This is me' is intended to provide professionals with information about the person with dementia as an individual. This will enhance the care and support given while the person is in an unfamiliar environment. It is not a medical document.

nhs.uk/NHSEngland/keogh-review/Documents/quick-guides/background-docs/24-thisisme.pdf

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Wessex acute frailty training and awareness

Developed by Wessex AHSN

Online, downloadable education resources to support colleagues to raise awareness of frailty within a hospital setting.

wessexahsn.org.uk/projects/315/wessex-acute-frailty-training-and-awareness

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Wessex frailty screening and identification

Developed by Wessex AHSN

Online, downloadable resources to support colleagues understand the importance of frailty screening and identification within a hospital setting.

wessexahsn.org.uk/projects/316/frailty-screening-and-identification

Contact us at healthyageing@wessexahsn.net
or visit wessexahsn.org.uk/programmes/35/healthy-ageing