PATIENT INFORMATION

UNCERTAIN RECOVERY PLAN

THE AMBER CARE BUNDLE

A GUIDE FOR PATIENTS, THEIR RELATIVES AND CARERS

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The Uncertain Recovery Plan / AMBER Care Bundle

This leaflet aims to answer your questions about what the Uncertain Recovery Plan is.

It explains how we use it to keep you informed about your condition and give you the best possible support with any decisions you need to make.

If you have any further questions, please speak to a doctor or nurse caring for you.

Who is Uncertain Recovery Plan for?

Sometimes, despite our best efforts, patients do not respond to treatment as well as we would hope and their recovery may be uncertain. When we are concerned about this, the Uncertain Recovery Plan can help to make sure that all our staff know about the patient's condition and are working together to give the best possible care and support.

Some people in this situation may recover from their current illness. Some people, however, may not respond to treatment and further discussions may be needed.

The Uncertain Recovery Plan is not about stopping treatments but aims to keep the patient and their relatives or carers up to date with what is happening. It ensures staff talk to patients and those close to them about treatment options and where they want to be cared for.

What does the Uncertain Recovery Plan mean for me?

We will monitor you closely on a daily basis. This will allow us to respond quickly to any changes in your condition.

We will keep you up to date with any changes in your condition and your treatment, so you can be actively involved in your care.

You will also be given the opportunity to discuss how and where you would like to be cared for in the future if you do not get better.
You can talk to us about any other wishes or concerns you have.

With your permission, we can also include your family, carers or friends in these discussions, and make sure they are updated regularly.

Who should I contact if I have any further questions about this?

If you have any further questions about the Uncertain Recovery Plan and what it means, please ask your ward manager, nurse specialist or hospital doctor.

Contact us

Ward ……

Tel no. ……..

Your Hospital doctor is ……..

Your Nurse specialists are

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Permission was granted to use the terminology of 'Uncertain Recovery Plan' to aid the understanding of the bundle patients, relatives and carers.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, or if your concern is not resolved in a timely and satisfactory way, you can contact the PALS Team. PALS offer informal, impartial, confidential, help, advice and support about any aspect of our hospital services and experiences. Our PALS team will try to help you resolve the issues you have raised quickly, which can be particularly helpful if your issue is urgent. PALS will liaise with various departments in our hospitals on your behalf, if you feel unable to do so, in order to help resolve your concerns. Where appropriate PALS can also refer you to external organisations.

If you remain unhappy, PALS can refer you to our Complaints Department, who can guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times: The PALS telephone lines are open **Monday to Friday from 8.30am to 4.00pm.** Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.