**Communications Booklet**

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**EMERGENCY PAGE**

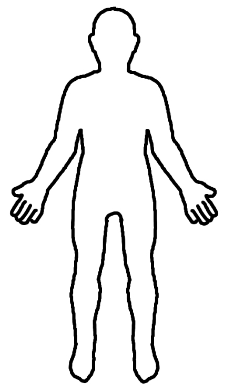
* I need to go to the hospital
* I am in a lot of pain

**Pain Scale:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **5** | **6** | **7** | **8** | **9** | **10** |

|  |  |
| --- | --- |
| **INSIDE MY BODY** | **OUTSIDE MY BODY** |
| **BACK** | **FRONT** |
| **SHARP PAIN** | **ACHE** |
| **SOMETIMES**  I can’t breathe well  I am very, very hot  I can’t feel my…  It hurts to pee | **ALL THE TIME** |

**I have some pain**

* Move me up the bed, my back aches
* I’m **thirsty** / **sore mouth** / put **lip salve** on
* My **heels** / **elbows** are sore - put a pillow underneath
* My catheter is **pulling** / **sore** / **itchy**
* My PEG is **pulling** / **sore** / **itchy**
* I have pain in my…

**INSIDE  
OUTSIDE**

**BACK**

**FRONT**

An **ache** / **sharp pain**

**All the time** / **sometimes**

Pain Scale:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1** | **2** | **3** | **4** | **5** | **6** |

(If higher than 6 then go to Emergency Page)

**Please make me comfortable**

My POSITION:

* Move me up the bed
* Sit me up: **more** / **less**
* Move my pillows: **up** / **down** / **near to my neck** / **right** / **left**
* Put me **on** / **off** my side

My FEET and HANDS:

* **Uncover** / **cover**
* Foam boots: **off** / **too tight** / **put pillows**
* Mittens: **on** / **off** / **too tight** / **too loose**

Other:

* I’m too **hot** / **cold**
* Glasses: **on** / **off**
* Liquid food: **on** / **off**
* Put my arms: **under the covers** / **take them out**
* I’m tired, I’ll go to sleep
* I want to do something (go to ‘Things to do and see’ page)

**Please do the following**

* Clean my PEG
* Clean my teeth
* Comb my hair
* Cream my: **elbows** / **face** / **heels** / **legs**
* Cut my nails
* Cut my nose and ear hair
* Empty my bag
* I need changing
* I need to go to the toilet: bowels / bladder
* I would like a wash
* Scratch my head
* Shave me
* There is something in my mouth

**Asking about people**

FAMILY:

*(enter family member names here)*

FRIENDS:

*(enter friend names here)*

QUESTIONS:

* How are they?
* How’s work?
* What have they been doing?
* Have they been anywhere nice?
* Have I received any emails?
* How is the garden going?
* What is the gossip?

**Asking about medical issues**

* What appointment(s) do I have next?
* What did the doctor say?
* Why do I have to: **have this done**

**take this medication**?

* I don’t understand, can you please explain further?
* I am worried about… (turn to ‘Feelings’ page)
* How long will I be in the hospital for?
* My **eyes** / **stiffness** / bowel/bladder movements / **speaking** is getting **better** / **worse** / **about** **the** **same**
* I would like to talk to a counsellor
* I have seen the *(enter consultant, doctor, physio, social worker, specialist, visitor names)* today

**Things to see and do**

* Listen to the: **CD Player** / **Radio** / **TV** **Channel**:

1 2 3 4 5 6 7 8 9 10

* Put my earphones **on** / **take them off**
* Sit in the: **bedroom chair** / **dining room chair** / **living-room chair** / **garden**
* Watch a DVD
* Tablet: **book** / **e-mail** / **game** / **TV player**
* Turn it: **down** / **up** / **off** / **over**
* Go to the: **cinema** / **garden** **centre** **for a walk** / **shops** / *(enter other places)*
* Visit a: **garden** / **museum** / *(enter other places)*

**My Feelings**

|  |  |  |
| --- | --- | --- |
| **CHEERFUL** | **HAPPY** | **PEACEFUL** |

because:

* I had a laugh
* I have a visitor
* I have been out and about
* Good TV
* The nurses are fun
* The sun is shining

|  |  |  |
| --- | --- | --- |
| **BORED** | **FED** **UP** | **MISERABLE** |

because:

* I want to be at home
* It’s raining
* My condition
* There’s nothing on TV

**Conversation**

I am:

**angry** / **anxious** / **frightened** / **frustrated** / **lonely** / **miserable** / **sad** / **upset** / **worried**

Because of:

**A bad dream** / **a person** / **a treatment** / **an appointment** / **I keep being in hospital** / **money** / **someone has hurt me** / **the** **future** /

**I can’t communicate well** / **I can’t do things for myself** / **I need more explanations** / **I want to** **socialise more** / **people think I’m stupid**

I wish I could:

**eat something** / **use my hands** / **walk**

I would like you to:

**go away** / **leave me alone for a while**

**Things I would like to say**

* **NO**
* **YES**
* Are you okay?
* Goodnight, sleep well
* I love you
* Can I have a hug?
* Can I have a kiss?
* Can you hold my hand?
* I wish I could help you
* I wish I was better
* It will be alright
* It’s beautiful
* Take care
* You look lovely
* You’re doing a good job
* We’ve had a wonderful life

*(Page left blank for you to add your own words and phrases)*