

## What is R.E.A.C.H?

We know that you know yourself and your loved one best.

This is why we want you to let us know if you notice a worrying change.

R.E.A.C.H is a communication process which will help you share your concerns with us.

R.E.A.C.H will help with worrying concerns that have not yet been addressed or acted on by staff.

## What does R.E.A.C.H stand for?

The letters in R.E.A.C.H will remind you of the steps you can take to participate in your care, or the care of your loved one.

It has been formed from the initial letters of these steps:

**R - Recognise**  
**E - Engage**  
**A - Act**  
**C - Call**  
**H - Help is on its way**

## R.E.A.C.H in practice

You may **recognise** a worrying change in your loved one's condition or, if you are a patient, you may recognise a worrying change in yourself.

If you do recognise a worrying change, **engage** with the nurse that is looking after your loved one or you. Tell the nurse your concerns.

If your concern is not responded to, or you or your loved one is getting worse, **act**. Ask to speak to the nurse in charge and request a 'clinical review'. This should occur within 30 minutes.

If you are still concerned please call for an emergency response.

## How do I call for an emergency response?

In this facility you can directly call an emergency response by pushing the **RED BUTTON** behind the bed. We encourage you to first speak with your treating nurse who may be able to help you to resolve your concerns.

## Will I offend staff if I R.E.A.C.H out?

No. Staff in this facility support patient and carer involvement. You know how you feel or how your loved one usually behaves. We also encourage you to raise your concerns with us during times of clinical handover between staff shifts. We want you to work with us to create the best experience for you and your loved ones.

**R.E.A.C.H OUT TO US BECAUSE TOGETHER  
WE MAKE A GREAT TEAM**