



What is the 'Forget Me Not' Volunteer Program?

The program uses trained volunteers to provide person-centred emotional support and practical assistance to vulnerable patients in hospital. They are known as the 'Forget Me Not' Volunteers.

Which types of patients do the 'Forget Me Not' Volunteers support?

- › Patients with existing memory and thinking problems or who have dementia.
- › Patients who experience memory and thinking problems as a result of their illness or operation.
- › Patients who have vision and hearing impairment.
- › Patients who require assistance with eating and drinking or who have special feeding requirements.
- › Patients who would benefit from someone sitting with them one-to-one.
- › Patients who would benefit from stimulating activities while in hospital.

What is required before a 'Forget Me Not' Volunteer can support a patient?

The staff will ask the patient or their family or carer if they would like the support of the volunteer program during the patients hospital stay.

If you have any additional questions or would like to have the support of the 'Forget Me Not' Volunteer program for yourself or the person you care for, please talk to the Shift Coordinator or Nurse Unit Manager.



Forget Me Not Hospital Volunteer Program

Patient and family information

Contact us

If you are interested in becoming a 'Forget Me Not' Volunteer, please contact the Program Coordinator, Elaine Newman at elaine.newman@health.wa.gov.au.

This document can be made available in alternative formats on request.

Adapted from the NSW Volunteer Dementia and Delirium Care Implementation and training resource© with permission from the NSW Agency for Clinical Innovation



Who are the 'Forget Me Not' Volunteers?

The volunteers are members of our community who have completed a training program. All volunteers are bound by the health service confidentiality requirements and have undertaken health service screening checks. You can recognise them because they wear a gold polo t-shirt and have name badge identification.

What do the 'Forget Me Not' Volunteers do?

The 'Forget Me Not' Volunteer role provides similar support to that which would be provided by a family carer. In this way the program is also designed to support family carers when they are unable to be with their loved one.

The volunteer initially talks with the patient, relative or friends to gain an understanding of the patient's background, family members, personal preferences and activities they enjoy. Some of 'Forget Me Not' Volunteer roles include:

- › Sitting and talking with patients on a one-to-one basis.
- › Finding out about activities, music or other stimulating activities that the patient may enjoy and supporting the patient with activities such as reading to them, playing cards, games etc.

- › Making sure the patient is wearing their glasses and hearing aids and checking that these are clean and working properly.
- › Assisting the patient with eating and drinking when needed and regularly offering fluids to drink.
- › Accompanying and helping the patient with walking as advised by the nurses or physiotherapist.
- › Assisting with making the patient comfortable to support their sleep and rest – this may include adjusting pillows or providing warm drinks or reading to the patient.

What is person-centred care?

Person-centred care puts the person at the centre of their care. Providing person-centred care relies on having an understanding of the person, their background and personal preferences.

The principles of person-centred care are:

- › Respect and acknowledgement of the uniqueness of individuals.
- › Knowledge and value of a persons past history.
- › Supporting choice.
- › Enhancing communication.
- › Valuing what is important to the person or the attachments they may have.

- › Maintaining a social environment.

Information to assist the volunteers in providing person-centred care is collected by the volunteer when completing a personal profile with the patient.

If the patient is too unwell or unable to provide information about themselves, the volunteer or staff member will ask the patients carer to complete the profile. In this way the carer can communicate to the volunteer important things to consider about the patient and their personal preferences.

