

Living Well Together is how we care for you and your carers. This means you can expect the following behaviours from us.



Health
Western NSW
Local Health District



Our pledge to you, our patient

We will always

- Treat you with courtesy and respect
- Acknowledge you and your carers
- Introduce ourselves and our roles
- Explain how we will care for you
- Tell you about any delays in your care and why
- Listen to your concerns and those of your supporters
- Wash our hands before caring for you

You can expect

- Handover of your care to happen at your bedside
- Clean rooms and bathrooms
- Your call bell to be answered as soon as possible
- We will do our best to control your pain
- To be checked on at least hourly or more frequently when required
- Senior Staff will check on you to ensure your care is going well
- Please ask if you need help with meals or to use the bathroom, we will help you
- We will talk to you about your discharge and involve you in planning your care at home

If you or your family are concerned about your care, please ask to speak to the nurse in charge.

Your feedback helps us to improve the care we provide.



Adapted from the artwork of Jasmine Sarin