

We provide Age-Friendly care

Age-Friendly health care is important for older people, their family and their carers, to reduce harm and improve their quality of life.

What is Age-Friendly care?

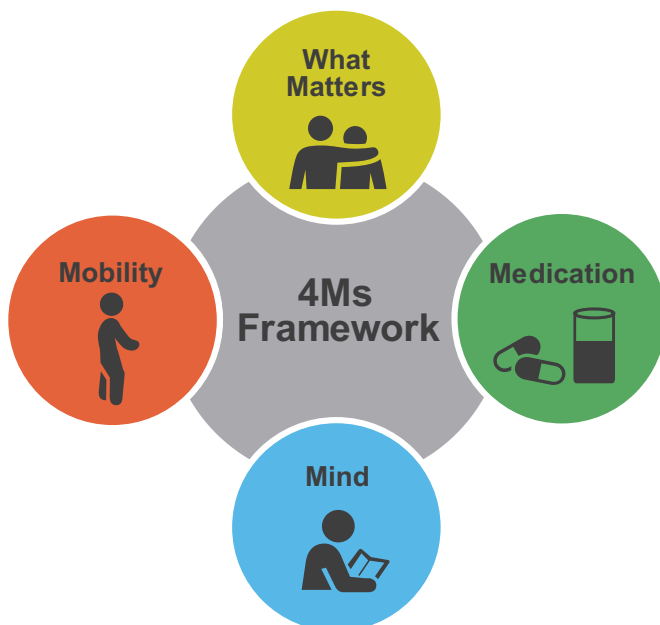
Age-Friendly health care is when you consistently receive care that includes four elements, which are known as the 4Ms:

- **What Matters**
- **Medication**
- **Mind**
- **Mobility**

We will treat you as an individual by always asking **What Matters to you?** We will listen to you and act on **What Matters** to you.

Think about **What Matters** to you while you are staying with us. This may include things such as:

- What you normally like to do each day, such as any favourite foods or activities you enjoy.
- Things that are important to you, like your family or pets.
- Your goals (things you would like to achieve now or in the future).
- Your cultural needs and preferences, including need for an interpreter.



You could discuss with our team, a friend or family member, and write a few things down here:

What Matters to me

Age-Friendly care also includes:

Mind

We will check for and help manage any changes in your memory, thinking and reasoning skills, feelings of confusion, reduced awareness of your surroundings and low mood.

Mobility

We will look at your ability and help support you to get out of bed, move around and walk safely. It includes helping you to remain active so you can do **What Matters** to you.

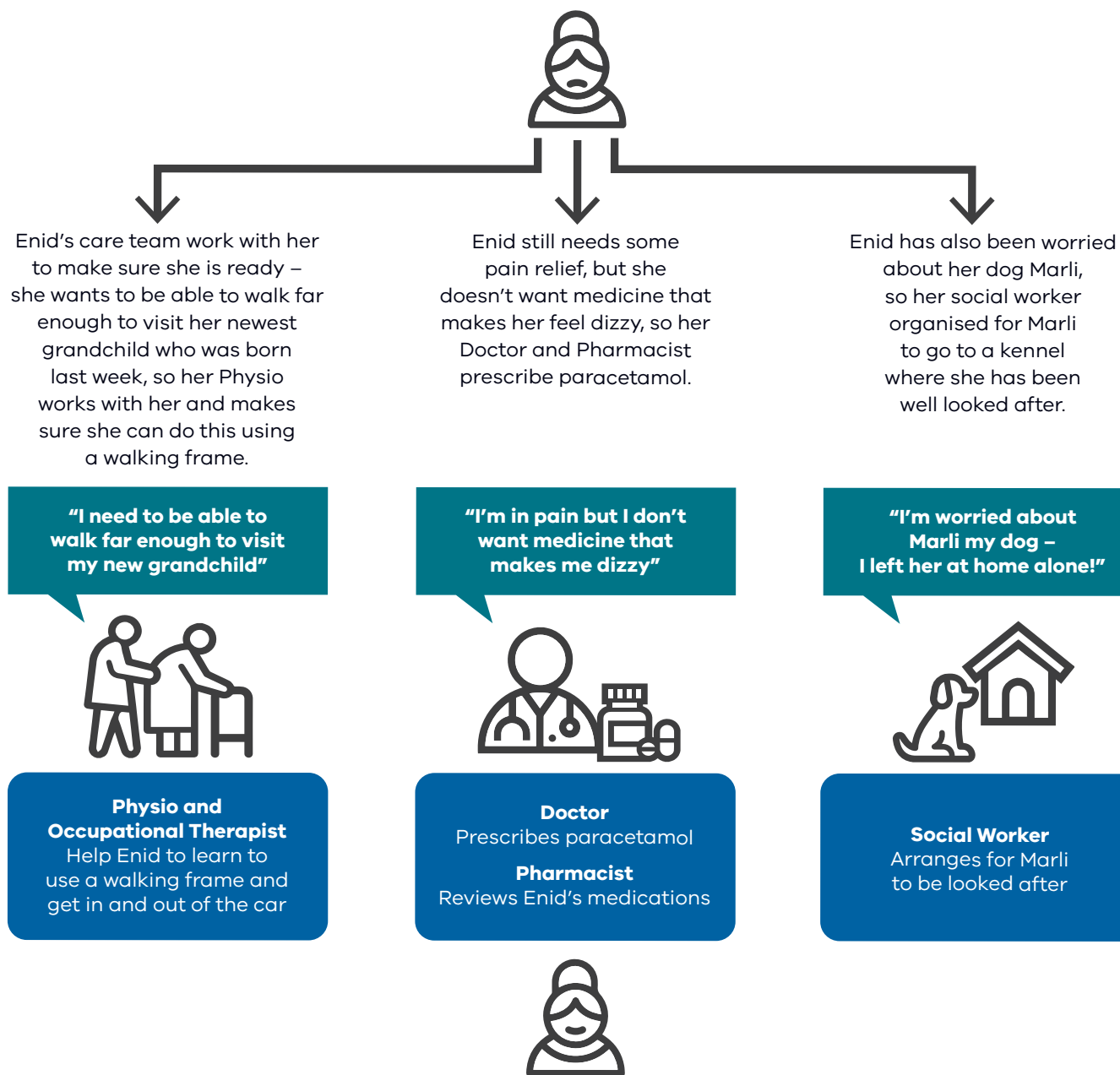
Medication

We will check that your medications are right for you, changing them if we need to, and ensuring your medications support your goals and **What Matters** to you.

EXAMPLE OF AGE-FRIENDLY CARE IN ACTION

Enid's story

Enid is 79. She had a fall at home and broke her hip. She has been in hospital for 2 weeks and is planning to go home.



Enid has been able to relax and focus on her recovery.