

# The AMBER care bundle – a guide for patients, their relatives and carers

**This leaflet aims to answer your questions about what the AMBER care bundle is. It explains how we use it to keep you informed about your condition and give you the best possible support with any decisions you need to make. If you have any further questions, please speak to a doctor or nurse caring for you.**

## Who is the AMBER care bundle for?

Sometimes, despite our best efforts, treatments do not give the results we would hope for and a person's recovery may be uncertain. When we are concerned about this, the AMBER care bundle can help to make sure that all our staff know about the patient's condition and are working together to give the best possible care and support.

Some people in this situation may recover from their current illness. Some people, however, may not respond to treatment and further discussions may be needed. The AMBER care bundle is not about stopping treatments but aims to keep the patient and their relatives or carers up to date with what is happening. It ensures staff talk to patients and those close to them about treatment options and where they want to be cared for.

## What does the AMBER care bundle mean for me?

We will monitor you closely on a daily basis. This will allow us to respond quickly to any changes in your condition.

We will keep you up to date with any changes in your condition and your treatment, so you can be actively involved in your care.

You will also be given the opportunity to discuss how and where you would like to be cared for in the future if you do not get better. You can talk to us about any other wishes or concerns you have.

With your permission, we can also include your family, carers or friends in these discussions, and make sure they are updated regularly.

## Who should I contact if I have any further questions about this?

If you have any further questions about the AMBER care bundle and what it means, please ask your ward manager, nurse specialist or hospital doctor.

## Contact us

Ward..... Tel.....

Hospital doctor..... Tel.....

Nurse specialist..... Tel.....

## Useful sources of information

### Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

**t:** 020 7188 8748, Monday to Friday, 9am-5pm

### Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

**t:** 020 7188 8801 (PALS)      **e:** pals@gstt.nhs.uk

**t:** 020 7188 3514 (complaints)      **e:** complaints2@gstt.nhs.uk

### Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch.

**t:** 020 7188 8815      **e:** languagesupport@gstt.nhs.uk

### NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

**t:** 111

### NHS website

Online information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

**w:** [www.nhs.uk](http://www.nhs.uk)

### Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, please get in touch.

**t:** 0800 731 0319      **e:** members@gstt.nhs.uk      **w:** [www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)

### Was this leaflet useful?

We want to make sure the information you receive is helpful to you. If you have any comments about this leaflet, we would be happy to hear from you, fill in our simple online form, **w:** [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets), or **e:** [patientinformationteam@gstt.nhs.uk](mailto:patientinformationteam@gstt.nhs.uk)

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