

The background of the entire page is a photograph of an elderly man and woman smiling warmly at the camera. The man is on the left, wearing a dark jacket over a blue collared shirt. The woman is on the right, wearing a green zip-up jacket over a light-colored top. They are outdoors with trees and a clear sky in the background.

Care and respect every time

What you can expect from nurses

People

You should receive care from capable nurses who:

- have the knowledge, skills, and desire to provide a high standard of care which meets your individual needs
- tell their colleagues straight away if they see them providing poor care or behaving in a way that causes you distress
- are trustworthy, dependable and are there for you when you need them
- show empathy, compassion and kindness.

Process

You should receive care which makes you feel valued and treated as an individual, by nurses who:

- listen to what you have to say, taking time to communicate in the way that is best for you
- find out from you, and others who are important to you, how you want to be cared for
- provide care in a way that respects your right to privacy and dignity
- work together with you, and the people who are important to you, by making sure that your wishes are taken into account when decisions are being made.

Place

Wherever you receive care from a nurse, you should:

- feel you are in safe hands
- believe that your individual needs are being met in a fair, non-judgmental and respectful way
- be confident that the nurses and the equipment that you need are available
- be in no doubt that the nurses are committed to ensuring a high standard of care is provided.

Nurses play a very important part in the care of older people. Good nursing care can make a big difference to your quality of life. This leaflet outlines the care you should expect in any setting where a nurse is caring for you.

There are three things that can make a real difference to the care you receive.

People

the nurses who care for you

Process

how nurses care for you

Place

where nurses care for you

Nursing standards

Respect for each person as an individual is central to the nurses' Code and to the guidance that this leaflet is drawn from.

You can read the Code: Standards of conduct, performance and ethics for nurses and midwives and Guidance for the care of older people on our website, www.nmc-uk.org

Please contact us if you need this leaflet in large print or another format.

If you have any concerns about the nursing care that you or someone you know has received, you should tell someone

The best person to talk to is the person in charge of the nursing team. If you feel unable to raise your concerns with them and would prefer to talk to someone independent, get in touch with the Nursing and Midwifery Council.