



York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

# Enhanced Therapeutic Care

Information for relatives and carers

① For more information, please contact the ward staff.

<b>Contents</b>	<b>Page</b>
Introduction .....	3
What is enhanced therapeutic care (ETC)? .....	3
The three levels of enhanced therapeutic care .....	4-5
Deprivation of liberty (DoLS).....	5
What you can expect from staff .....	6
What you can do to help.....	6
John's campaign .....	7
Tell us what you think of this leaflet .....	7
Teaching, training and research.....	7
Patient Advice and Liaison Service (PALS).....	8
Leaflets in alternative languages or formats .....	8

# **Introduction**

Admission into hospital can be disorientating and distressing. Some people, because of the nature of the illness, side effects of medication or issues with mental health, may need increased observation and support from staff to keep them and others at a reduced risk of harm while in hospital.

## **What is enhanced therapeutic care (ETC)?**

ETC means hospital staff more closely monitor a patient than usual to quickly identify changes in the patient's condition and well-being so they can start a rapid and appropriate response when needed.

There are three levels of ETC (see pages 4-5). The one needed for the patient is determined after a risk assessment. This will look at the person's needs and means they get person centred care, based on those needs.

The risk assessment may look at someone's mental capacity. This may be needed to see if a patient can consent to staying in hospital for care and treatment.

ETC aims to be supportive and is a positive opportunity for staff to talk to and engage patients to help ensure they are safe and appropriately cared for. It is not meant to be restrictive and will always try to balance safety and intrusion.

# **The three levels of enhanced therapeutic care**

## **Constant enhanced therapeutic care**

This is the highest level and for people with the greatest needs. This means the patient needs to be very close to staff and receive constant, uninterrupted ETC.

This may include keeping bathroom and toilet doors ajar or unlocked to ensure staff can monitor the person at all times. Where appropriate the gender of the staff member providing the care will be reviewed to make sure they are appropriate for the patient, where possible. Any changes and the reasons for these will be recorded.

## **Cohort enhanced therapeutic care**

This is where the patient is always within the sight of a staff member. A cohort system is when the patient is located close to another patient or patients who also need a similar level of care. The patient must be always visible to a staff member. Staff will be close enough to respond immediately should an incident occur or be likely to occur. There may be occasions for some degree of privacy (e.g. use of bathroom or toilet or when visitors are present).

## **Intermittent Interaction enhanced therapeutic care**

This is the lowest level. It means that the patient must be observed at specific intervals agreed by a qualified member of staff and, where possible, agreed with the patient / carers / family as appropriate.

This level of support is needed when the risk assessment shows the need is higher than normal ward observations but there is not an identified acute or overt risk of harm to self or others. It also means the patient is deemed safe to not be observed between the observations and can call for support if needed.

## **Deprivation of liberty (DoLS)**

If the patient's risk assessment shows that they do not have capacity, hospital staff will consider a deprivation of liberty (DoLS) order being requested.

Having a DoLS means a patient will not be free to leave the ward and may have further restrictions limits on what they can do if hospital staff think that is the best thing for them. If staff feel a DoLS is needed, they will talk to the patient's next of kin. Ward staff will be able to provide more information if needed.

## **What you can expect from staff**

You will be briefed about any specific needs for the patient or areas where particular care should be taken. If there is an incident, such as a fall, staff will let the patient's next of kin know as soon as possible. They will provide details of the incident and what happened afterwards.

Staff members will review the ETC level on a regular basis. They will keep the patient, family and/or carer updated about any changes and about what is happening. They will let you know if the patient needs a higher or level of ETC and if the ETC is going to end and why it is safe to do so.

Please contact the nurse in charge of the ward if you have any questions or concerns regarding ETC.

## **What you can do to help**

As a carer or member of the family, you may be asked to complete a 'hospital passport' or 'what matters to me' document. These give information of a patient's likes and dislikes and what is important to them and are very important for staff.

A passport or what matters to me will be used when staff are making care plans. They will make sure patients are treated individually and that activities, food and drinks meet their needs.

## **John's campaign**

John's Campaign means that the family or friends of a patient who has dementia will have support greater flexibility of visiting and can access free car parking.

Please ask a ward staff member about this.

## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Sophie Miners, Lead Professional for Complex Needs at [Sophie.miners@nhs.net](mailto:Sophie.miners@nhs.net) or telephone 07775703401.

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

# **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [yhs-tr.patientexperienceteam@nhs.net](mailto:yhs-tr.patientexperienceteam@nhs.net).

An answer phone is available out of hours.

## **Leaflets in alternative languages or formats**

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:  
[www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/](http://www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/)

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