

How we aim to support the person with Dementia and their carer in hospital

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CLINICAL EXCELLENCE, QUALITY & SAFETY



We won't know until you tell us.....

We rely on information from the person, carer, relative, GP, care home; telling us if there is a diagnosis of Dementia.

We will ask you on admission as part of our admission screening process.

We will add an alert to ED system once we are informed.

We add an alert to our inpatient IT system once screened on admission.

This is because;

Currently no shared IT systems between the community & Acute services...

L&D is a paperless hospital . NO more NOTES!! which means we scan all current & previous health records onto IT systems.

Several IT systems in the hospital.

Future plans to share health records already underway by NHS England

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Pathway begins in A & E

- Identifying the person with Dementia by using a Butterfly label on their record sheets.
- If the person is accompanied in the department ask for biographical information 'This is me'.
- Butterfly identifier is placed above the bed with permission on the admission ward.
- Enable carers to visit the person with Dementia at any time, for any length of time.



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Staff that are trained and knowledgeable

Staff trained - We have over 600 nursing and allied health professional who have received enhanced level of training based on their role and input.

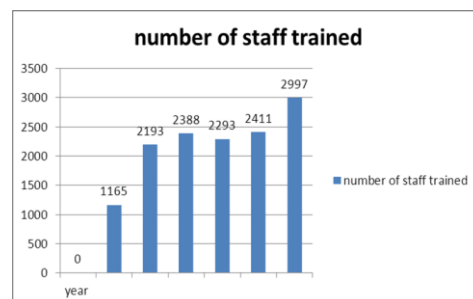
All nursing & midwifery staff are offered dementia awareness training yearly.

All new staff are offered Dementia awareness training as part of their induction.

>100 junior doctors have completed awareness training using e-learning.

65% clinical staff

48% non clinical staff



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Developments to date...

Identifying the person with Dementia and adopting a person centred approach to care where possible.

- Use of biographical information & symbol to identify PWD
- Understanding Behaviour & monitoring BPSD
- Onsite PLS to offer medication reviews & psychiatric support
- Introduced a pain assessment tool & pain app
- Introduced an enhanced care risk assessment



Carer support and information

- Carer leaflet & information pack- signposting, top tips
- Improvement project in OPD
- Nursing care summary discharge letter
- Carers in Beds 'drop in' facility on site



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Compliments

I feel my mum got the best possible care

Nurses have been so patient with my mother's needs and condition

So pleased to see how awareness by staff has improved in the last 10 years

staff are very attentive, 3rd visit this year, fantastic nursing" cannot fault the care"

"Hospital has become better at understanding Dementia"

The service and level of care was exemplary

"very helpful staff & smiley"

"Keep up the good work, looked after well".

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John's Campaign



- **Hospitals are scary unfamiliar places.**
Johns campaign - National campaign
Giving carers the right to stay with their loved ones if they wish to at any time.
Offering support, working with the carer to help the patient.
Offering concessionary parking.
10% restaurant discount.



Improved outcomes; reduced falls, increased nutritional intake
Improved patient and carer experience

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