

The Right Care: Creating Dementia Friendly Hospitals

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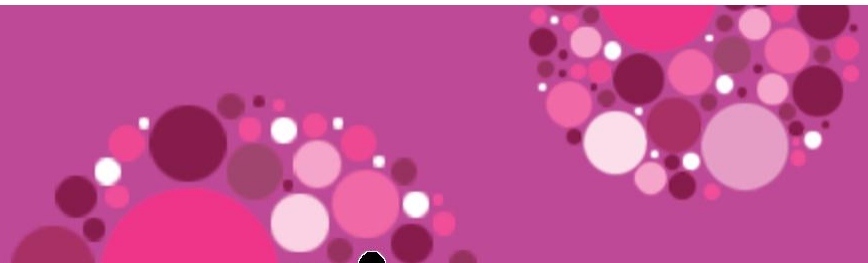
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What we did

- **Dementia Action Alliance** is the coming together of over 2,005 organisations taking action on dementia
- **A Call to Action - all acute trusts to commit to becoming dementia-friendly**
- **Taskforce** – led by NHS Institute but with wider expertise
- **Economic case** - CHKS report. £265 million a year from increased length of stay
- **Resources** - D:KIT created around SPACE principals



Impact

- **140 acute trusts** (90% of eligible and 24 non-acute trusts) committed to becoming dementia friendly
- **88 submitted Action Plans** and joined their local Dementia Action Alliance
- **Continued engagement** through webinars and DAA events
- **18 months on** follow up survey



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Why have a Charter?

- Act as a short, accessible and visible statement of the principles that contribute to a dementia-friendly hospital
- Provide a set of expectations that people with dementia and carers can have when they access a dementia-friendly hospital
- Build on the foundation offered by the Staff, Partnership, Assessment, Care and Environment (RCN SPACE) principles by including the latest developments and signposting resources hospitals can use to embed dementia-friendly principles in their organisations
- Offer a framework to assist hospitals in their self-assessment against the dementia-friendly principles and assist them to develop / update a DAA Action Plan on the DAA website (dementiaaction.org.uk)



Dementia-Friendly Hospital Charter

1. You receive care from staff appropriately trained in dementia care.
2. Staff have a positive attitude towards you and your carer and are knowledgeable and skilled in meeting your needs.
3. You, with the involvement of your carer, have choice and control in decisions affecting your care and support whilst you are in hospital and on discharge.



Dementia-Friendly Hospital Charter

4. You have access to an accurate assessment of your needs including cognitive changes, and are referred for further assessment if required.
5. You receive care that is person – centred and responsive to your individual needs.
6. You are able to find your way around the hospital and the care environment supports your well-being and independence.



Dementia-Friendly Hospital Charter

7. That the people who manage the hospital continuously see improving the quality of care for people with dementia and their carers as being very important and are working to ensure that the right resources and governance structures are available to support staff to deliver care that is dementia-friendly.
8. There is a system for routinely gathering meaningful feedback on how people with dementia and their carers experience the hospital's services. If you have a concern about your care you will be given a named contact and receive a comprehensive, timely and personal response.



Next Step

We want every hospital & trust to
sign up to the Charter and to
work with us to create
Dementia-Friendly Hospitals



Thank you

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