

# The Right Care: creating dementia friendly hospitals



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### Acute Hospital Trust Guidance note

This note states why and how Hospital Trusts can improve the lives of people with dementia. It also provides guidance on how they can join the Dementia Action Alliance and publically state their commitment through developing an Action Plan.

#### What is dementia?

Dementia is a condition of the brain which can affect memory, everyday tasks, communication and perception.

People with dementia face many challenges going about their daily lives. These include going shopping, using public transport, socialising and getting involved with their community. When they face difficulties, it adds to their stress, and can lead to people reducing or giving up their community involvement and becoming isolated.

Unfortunately people's lack of understanding and impatience can make these problems worse. Hospital Trusts have an important role to play in ensuring people living with dementia have appropriate support and receive excellent care in hospitals.

#### Why is dementia important to you?

Dementia is important to hospital trusts because:

- There are over 850,000 people living with dementia in the UK and this figure is set to rise. 225,000 people develop dementia every year. (Alzheimer's Society 2014)
- At any one time, up to a quarter of hospital beds are fill by a person with dementia
- For those living with the condition Dementia is seldom the only health issue. A recent survey found that 72% of respondents were living with another medical condition or disability as well as dementia. This has implications for (a) all health and care staff and their knowledge of dementia and (b) integration of services. (Alzheimer's Society 2014)
- By not undertaking actions to support people with dementia your organisation may not be compliant with the Equality Act 2010, which recognises dementia as a disability. This means that your organisation should make reasonable adjustments to avoid discrimination.

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### **A Call to Action – Right Care: creating dementia friendly hospitals**

People with dementia and their families continue to receive highly variable quality of care which results in increase length of stay, increased readmissions and increased falls adding £265 million in unnecessary costs to acute trusts in England.

In 2012, the Dementia Action Alliance, in partnership with the NHS Institute for Innovation and Improvement, launched a Call to Action for the improvement of care for people with dementia in acute hospitals.

The ambition is for every acute trust in England to commit to becoming dementia friendly and to be undertaking actions to improve the quality of care for people with dementia and their carers.

Clinical, academic and managerial colleagues have all told us that acute trusts should focus on improving five key areas:

- The environment in which care is given
- The knowledge, skills and attitudes of the workforce
- The ability to identify and assess cognitive impairment
- The ability to support people with dementia to be discharged back home
- The use of a person-centred care plan which involves families and carers

### **How can you help?**

Your hospital trust can join the Call to Action and develop a one page Action Plan outlining the action you are committing it (guidance below). It will become part of the national network of organisations from Royal Colleges and Local Authorities who have sign up to the National Dementia Declaration and are working to improve the lives of people with dementia.

### **Sign up to the National Dementia Declaration**

The National Dementia Declaration lists seven outcomes that all businesses, charities and public bodies can collectively work towards to improve the lives people with dementia and their carers. These are:

1. I have personal choice and control or influence over decisions about me
2. I know that services are designed around me and my needs
3. I have support that helps me live my life
4. I have the knowledge and know-how to get what I need
5. I live in an enabling and supportive environment where I feel valued and understood
6. I have a sense of belonging and of being a valued part of family, community and civic life
7. I know there is research going on which delivers a better life for me now and hope for the future

By signing up to Declaration you are publically stating that people can live well with dementia and that all of the society has a responsibility for ensuring that it happens.

To read about the history of the Declaration, visit:

[http://www.dementiaaction.org.uk/info/3/national\\_dementia\\_declaration](http://www.dementiaaction.org.uk/info/3/national_dementia_declaration)

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### **Your Hospital Trust joins the Dementia Action Alliance**

Dementia is everyone's responsibility. By joining your local Dementia Action Alliance you can have regular contact with likeminded organisations that are undertaking similar actions to improve the lives of people living with dementia and can work collectively to build dementia friendly hospitals and communities.

To join your local Dementia Action Alliance contact the Dementia Action Alliance Secretariat on [dementiaactionalliance@alzheimers.org.uk](mailto:dementiaactionalliance@alzheimers.org.uk) and they will put you in contact with staff organising local Dementia Action Alliances in your area.

### **Draft an Action Plan**

The section overleaf provides guidance on and suggested content for each question and simple actions you may wish to commit to improve the lives of people living with dementia.

Email this to Dementia Action Alliance Secretariat on: [dementiaactionalliance@alzheimers.org.uk](mailto:dementiaactionalliance@alzheimers.org.uk) and we will either pass it back with comments or upload it onto the Dementia Action Alliance website.

To view other members Action Plans visit:  
[http://www.dementiaaction.org.uk/info/1/participating\\_organisations](http://www.dementiaaction.org.uk/info/1/participating_organisations)

### **Join to the Call to Action Network**

To make a personal, as opposed to organisational, commitment to improving care for people with Dementia sign up here:

<http://www.institute.nhs.uk/personalcommitment>

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### Question template

1. The National Dementia Declaration lists seven outcomes that the DAA are seeking to achieve for people with dementia and their carers. How would you describe your organisation's role in delivering better outcomes for people with dementia and their carers? For example other hospital trusts have stated:

- *Work closely with local NHS and Council, in the delivery of local action plans intended to meet the objectives within the Dementia Strategy.*
- *A local multi-agency Dementia Strategy Steering Group is responsible for delivering the objective related to acute hospital care. Areas for development form part of a three year work plan detailing how the experiences of patients will be improved in hospital.*
- *Developed a Dementia Care Action Committee which has created an action plan.*
- *Ensure staff are appropriately trained in dementia care to enable an informed and effective workforce.*
- *Develop an explicit care pathway for the management and care of people with dementia.*
- *Improve the quality of patient care.*
- *Improve the end of life care for patients with dementia.*
- *Patients diagnosed will receive written and verbal information about their condition, treatment and the support options in their local area.*
- *Ensure that patients with suspected or known dementia have access to a liaison service that specialises in the diagnosis and management of dementia and older people's mental health.*
- *Positive about providing integrated healthcare services.*
- *Continually improve our services and our patient, service user and carer experience, as well as reducing the stigma associated with mental illness and learning disability.*
- *Developing a tertiary service in collaboration with an independent partner to provide services for patients with Working Age dementia.*
- *Committed to research and are actively collaborating with others.*

2. What are the challenges to delivering these outcomes from the perspective of your organisation? For example other hospital trusts have stated:

- *Infection control, patient activity and volume*
- *Encouraging others to prioritise implementation of the local Dementia Strategy as well as the Department of Health's strategy.*
- *Ensuring dementia is a key local priority.*
- *Ensuring patient profiles are completed.*
- *Addressing nutritional issues for patients in the most acceptable way for catering and dietetic services.*
- *Improving services and meeting the increasing demand.*
- *Competing priorities – internally and externally.*
- *Delivering on all the NDS objectives whilst prioritising the 4 key areas of Early Diagnosis, Acute care, Home care and Care Homes.*
- *Disparity of expectations from stakeholders.*
- *Keeping the profile high in an atmosphere of uncertainty and transition.*

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- *Continue to work collaboratively with local GPs and other health team members on early diagnosis, the reduction in use of anti-psychotic drugs.*
- *Ensuring that the care of people with dementia becomes more people-centred, including a greater focus on person centred care plans.*
- *Ensure that people receive care meeting essential safety & quality standards.*
- *Improving the commissioning of services for people with dementia.*
- *Encourage and support localities to prioritise implementation of the National Dementia Strategy.*
- *In a difficult economic climate we need to clearly make the case for action on dementia to achieve better outcomes in a cost effective way.*

### **3. What are your plans as an organisation to respond to these challenges? For example other hospital trusts have stated:**

#### **The environment in which care is given:**

- *Improve the physical environment within the Hospital including pictorial signage. Introduce activity and memory boxes.*

#### **The knowledge, skills and attitudes of the workforce:**

- *Training needs analysis for all staff that engage with patients with dementia*
- *Develop anti-delirium guidelines.*
- *Development of a policy for use of anti-psychotic drugs.*
- *Inform staff about mental illness and mental health promotion.*

#### **The ability to identify and assess cognitive impairment:**

- *Promote early diagnosis of dementia by developing pathways for dementia/delirium care.*
- *To develop improved assessment processes and care planning involving the person with dementia, their relatives/carers.*
- *Introduce guidelines on the completion of the mini mental test on patients admitted over the age of 75.*

#### **The ability to support people with dementia to be discharged back home:**

- *To continue to work closely with voluntary services within the hospital and other local voluntary bodies.*
- *Promote safe and early discharge with improved personal and community support.*
- *Develop information for clinical areas regarding services available in the community.*
- *Treated in mainstream services if they have mild/moderate mental health difficulties.*
- *Treated by specialist services if they have more complex/severe mental health needs.*
- *People remain in their homes supported with community care for as long as possible.*
- *Have access to alternative accommodation when they can not remain at home.*
- *Ensure that people are not inappropriately admitted and are supported to return home as quickly as possible.*
- *Work with Commissioners to influence the development of services in line with the recommendations of the National Dementia Strategy*

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- *Employ Admiral Nurses*

### **The use of a person-centred care plan which involves families and carers:**

- *To develop a local personalised information booklet based on best practices across the region.*
- *Introduce the 'Butterfly Scheme'.*
- *Introduce 'This is me'*
- *Identify the current pathway for patients with dementia and develop a recommended pathway.*
- *Launch activity of the Dementia Care Action Plan and promotion of the plan during Dementia Awareness week*
- *Working with the Volunteer Manager to increase the number of volunteers supporting patients with dementia*
- *Ensure people experience equality of service regardless of ethnic, religious, or demographic profile.*
- *Signing-up to the Think Local Act Personal's "Making it Real" personalisation campaign - [www.thinklocalactpersonal.org.uk/MIR](http://www.thinklocalactpersonal.org.uk/MIR).*

### **Underpinning actions:**

- *Having a board level commitment to becoming dementia friendly*
- *Dementia lead within the organisation*
- *Network of dementia champions*
- *Implement 'dementia care mapping' courses across the organisation.*
- *To commence an in-reach Dementia Liaison Service within the Trust.*
- *To continue to develop central resources via intranet.*
- *Working with wards at protected meal times, visiting times, coloured trays etc.*

### **4) What networks or communication channels are available to your business that could help us to spread the word about the National Dementia Declaration? For example:**

- *Promote dementia friendly approaches in our communications, and talk about the Alliance*
- *Let other organisations know what we are doing so they can do it too*
- *Use networks locally and nationally*
- *Through Making it Real networks, ensure DAA issues remain a key focus by sharing positive stories about approaches which have enable more personalised and community based approaches for people living with Dementia.*