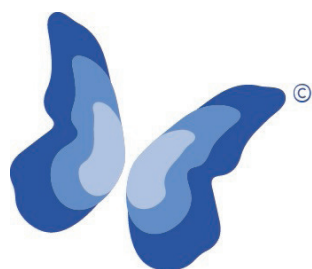


DEMENTIA CARE STRATEGY 2020





Introduction

This strategy sets out the strategic vision for dementia care in Queen Victoria Hospital NHS Foundation Trust (QVH). It provides clear guidance for the future development of the services we provide. The aim of this document is to build on the progress that QVH has seen since the introduction of the dementia care strategy in 2015, in the care and services we deliver to our patients, their relatives and carers by focusing on what matters to them.

This strategy supports the Trust's values by continuously improving the quality of care we deliver, with humanity and pride for all our patients throughout our services.

People with dementia will be referred to us for the same reasons as other people however, their experience may differ due to the challenges of the disease. The anxiety of attending hospital for surgery or a diagnostic intervention can be very frightening, particularly if you have a memory impairment and communication difficulties. Any change from the person's normal routine can have a significant impact on their experience and potentially their clinical outcome.

The Trust does not provide specialist services for people with dementia but recognises the need to adapt current services to ensure they are cared for with dignity and compassion.

Since 2015, QVH has introduced mandatory training for all staff to raise awareness of the disease. There have been ongoing hospital environmental improvements, including dementia clocks across the organisation. The national NHS inpatient survey 2019 shows that QVH continued to achieve some of the best feedback from patients in the country and have been rated in the top ten health organisations for the provision of inpatient care. In 2019 the Care Quality Commission (CQC) highlighted examples of outstanding care in the support for patients with dementia at QVH.

This strategy sets out the QVH executive board's commitment to the continuous improvement in care and experiences for people living with dementia throughout our services. It is designed to focus and guide QVH staff, health and social care partners, service users and our patients to the goals we aspire to achieve and how they will be monitored.

This strategy was developed in partnership with service users and staff who have experience of supporting someone with dementia incorporating the national and local policies guidance and legislation.



The national context^{1, 2}

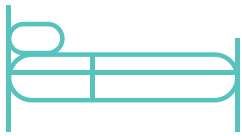
Dementia is one of the largest challenges to be faced nationally within health and social care provision.



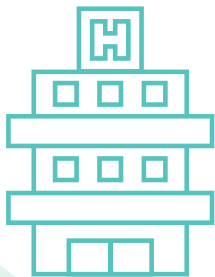
There are currently an estimated 850,000 people living with dementia in the UK. By 2021, over one million people will be living with this condition.



The financial cost of dementia to the UK is £26 billion per annum across health and social care.



1 in 4 acute hospital beds is occupied by a person with dementia. While in hospital their stay can be 4 times longer than someone without dementia.



42% of unplanned admissions to hospital are people with dementia who are over 70 years old. Readmission rates are higher for people with dementia for both elective and non – elective surgery





Local context

Kent, Surrey and Sussex have the greatest proportion of older people in the country with 67,500 people who have a diagnosis of dementia.

There are 10 dementia action alliances in West Sussex of which QVH is an active member of the East Grinstead branch.





Queen Victoria Hospital
NHS Foundation Trust

Outcome summary QVH dementia care strategy 2017



Since the 2017 dementia care strategy there have been a number of improvements in how people with dementia are cared for at QVH.

Across the trust **846** staff have attended dementia awareness training and more than **65** staff have attended specific training focusing on understanding communication needs and behavioural support for people with dementia in an acute hospital environment.

Dementia-friendly environments have been included in refurbishments across the trust, for example signage in public toilets and dementia-friendly clocks in all patient areas. The environment is audited annually within the Patient-Led Assessment of Care Environment (PLACE) audit, with specific criteria relating to patients with dementia.



In 2019 the CQC highlighted as an example of outstanding care the support patients with dementia receive at QVH: citing:



'The hospital provided a variety of equipment to support patients living with dementia for example bright coloured, dementia-friendly crockery'

'The trust had a variety of innovative methods of supporting patients living with dementia'

'There was a variety of different equipment available to support patients living with dementia'



Incidents and clinical outcome data involving patients with suspected dementia or diagnosed dementia were collated using the monthly safety thermometer audit and Datix incident reporting system. Oversight and review of these data streams was conducted within the appropriate governance meetings.

In the last three years there were no harm events identified for any inpatients with dementia within the safety thermometer audit.

There were 39 Datix reports involving patients suspected of or living with dementia of which three related to minor harm events and one to moderate; the rest resulted in a near miss or no harm.



- Six incidents related to issues with the length of clinic appointment times which were deemed too short. In 2019 a Standard Operating Procedure was introduced to support patients with dementia at their outpatient appointment which included extended appointment times.
- Three incidents related to patients who became aggressive to staff or their family or carer. Training was introduced specifically for staff to understand the behaviour of patients with dementia and how to manage challenging situations.
- The moderate incident related to an unwitnessed patient fall. The patient did not have an actual diagnosis of dementia but presented with similar characteristics. Falls are a recognised risk to patients with dementia and to minimise this risk all inpatients are assessed for the risk of falls and suitable precautions are put in place. Staff receive falls risk awareness training as part of their mandatory manual handling training.

There were no unplanned delayed discharges at QVH relating specifically to patients with dementia over the last three years. The QVH discharge coordinator supports inpatient discharges and nursing staff in complex discharge care planning. *QVH on average has short inpatient length of stay and the average length of stay of elective or non-elective patients at QVH is 2.5 days.*



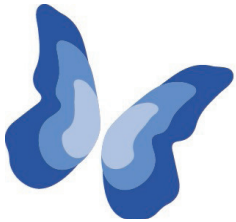
Patient and carers' feedback was collated using the Friends and Family Test. These are some of the positive responses we received:

*'Timely treatment.
Staff was superb with my
Mum, who has dementia.
And overall a very friendly
welcome.'*
September 2018

*'Mum has dementia
and her care has been
exemplary. 1 to 1 nursing was
perfect, thank you.'*
July 2019

*'My mother was
treated with the utmost
respect, everyone was very
helpful. She is at early stage
dementia and everyone was very
pleasant and caring to her. Thank
you very much.'*
November 2019

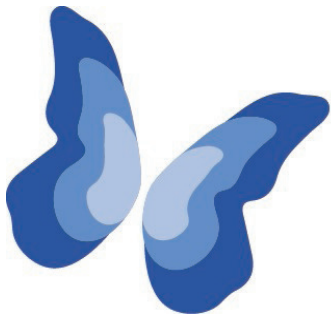
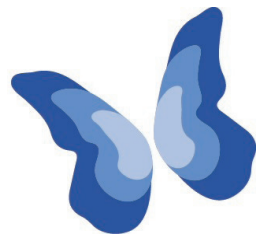
*'Very sensitive to the
vulnerability of the patient
(97 and mild dementia).
Highest level of support I could
ask for.'*
April 2020



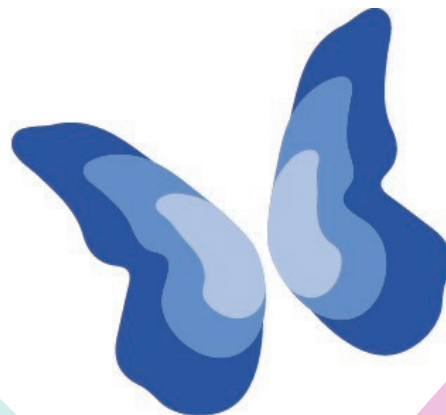
Butterfly Scheme

The Butterfly Scheme continues to be promoted within the dementia awareness training for all staff and within the clinical areas by the dementia champions.

QVH has assessed its service and care delivery against national best practice and guidelines: NICE Clinical guideline NG97: Dementia assessment, management and support for people living with dementia and their carers' Quality Standard QS01: Dementia support in health and social care, National Dementia Action Alliance dementia-friendly hospital charter and PLACE audit.



In 2019 the QVH launched the carers' charter and support schemes on our website to enable easier access to information for our service users. We continue to support John's Campaign for patients with dementia to have open visiting times and for carers to stay overnight on request.






QVH dementia care strategy 2020

The 2020 dementia strategy is designed to place patients with dementia, their families and carers at the centre of care.






QVH dementia care strategy 2020

Our Goal	Our Lead	How it will be achieved	How do we monitor
Staff who care QVH supports raising awareness through training for all staff	Practice development lead/ dementia care lead nurse Safeguarding team	Staff dementia care training: <ul style="list-style-type: none">All staff receive mandatory dementia awareness training at inductionStaff have access to eLearning and level 2 coursesRole specific training for staff working directly with people with dementia including early recognition, assessment and management of delirium Staff have a good understanding and working knowledge of the safeguarding and Mental Capacity Act legislative requirements for patients in their care	Nursing and Quality Forum Patient Experience Group Safeguarding steering and strategic groups
Positive partnerships QVH recognises the importance of collaborative partnership working with patients with dementia and their families and carer's	 Matrons/ dementia champions Safeguarding team Discharge coordinator nurse	Review and action feedback using Friends and Family Test Staff care for patients with dementia in a person-centred way with compassion, humanity and dignity. QVH will offer the following support to patients, their families and carers: <ul style="list-style-type: none">Personal profiles to support the individual needs of the patient e.g. 'this is me' documentButterfly SchemeJohns CampaignQVH carers' charterDementia care leaflet and QVH website support information Staff gain valid consent for treatment by working with the patient, carers and their family/friends or IMCA Complex discharges to be managed by QVH discharge coordinator nurse to minimise delays to discharge.	Nursing and Quality Forum Patient Experience Group Safeguarding steering and strategic groups Delayed discharge report reviewed by Deputy Director of Nursing



Our Goal	Our Lead	How it will be achieved	How do we monitor
Outstanding care Care is delivered to patients with dementia in a person-centred way which meets their individual needs	Matrons Business unit lead Safeguarding team	<p>The care pathway for each patient is person-centred to minimise harm and designed to keep promote safety:</p> <ul style="list-style-type: none">• Risk assessment to reduce incidents of falls while in hospital• Robust monitoring of nutrition and hydration status for all surgical patients with dementia• Promotion of the cognitive impairment pain score to identify and manage pain• Robust documentation including carers and person profile information <p>Outpatient appointments for patients with dementia are managed using the relevant standard operating procedure guidance</p> <p>Staff identify and report to the safe guarding team any potential form of abuse that the person with dementia may be going through</p>	 Nursing and Quality Forum Governance Committee Structured Judgement Reviews of all hospital deaths at QVH Safeguarding steering and strategy groups
Friendly environment QVH promotes and provide a dementia-friendly environment	Estates Manager Hotel Services Manager	<p>Continuous commitment to develop a dementia-friendly environment including the provision of quiet rooms Annual PLACE audit</p> <p>Access to nutritional food and drink to suit the patient appetite and needs MUST risk assessment, annual PLACE audit</p>	Nursing and Quality Forum Patient Experience Group





References

1. Alzheimer's society: 2020. (online). Accessed 7 July 2020). Available from:
<https://www.alzheimers.org.uk/accessed 7.7.2020>
2. Alzheimer's research UK: 2020. Dementia statistic hub (online). (Accessed 7 July 2020). Available from:
<https://www.dementiastatistics.org/statistics/hospitals/accessed 7.7.2020>

Further reading

Dementia Action Alliance: Dementia friendly Hospital Charter

https://www.dementiaaction.org.uk/joint_work/dementia_friendly_hospitals

Dementia Action Alliance: Members: Queen Victoria Hospital Foundation Trust

https://www.dementiaaction.org.uk/members_and_action_plans/6131-queen_victoria_hospital_foundation_trust

Care Quality Commission: 2019. Queen Victoria Hospital Foundation Trust inspection ratings.

<https://www.cqc.org.uk/provider/RPC>

NICE: Dementia: assessment, management and support for people living with dementia and their carer's guidance

<https://www.nice.org.uk/guidance/ng97>

Queen Victoria hospital: support for carers webpage

<https://www.qvh.nhs.uk/for-patients/support-for-carers/>

Royal College of Psychiatrists: National Dementia audit

<https://www.rcpsych.ac.uk/improving-care/ccqi/national-clinical-audits/national-audit-of-dementia>

Strategy to be reviewed in line with any new national guidance.

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