



QVH Dementia Strategy 2017 - 2020



Background

Since the introduction of the 2015 QVH Dementia Strategy there have been a number of improvements in how people with Dementia are cared for within the Trust.

To date since 2012, over 1350 staff at the QVH have attended Dementia Awareness training and over 250 staff have attended Tier 2 Dementia care and support training for staff who work directly with patients who have dementia.

Dementia friendly environments have been factored into refurbishments across the Trust, for example The Lancaster Lounge.

Patients with dementia clinical outcomes have been audited using the Safety Thermometer and benchmarked against the NICE Quality standards for Dementia.



In 2016 the CQC recognised the support patients with dementia receive at the QVH as an example of outstanding care.

The objectives for 2017-2020 are as follows and will be reviewed annually and outcomes submitted to the Clinical Governance Group.

Outcome	Lead	Action
Objective 1 - QVH is able to demonstrate and evidence the clinical outcomes which matter to patients with dementia		
Patients with Dementia will come to 'No Harm' while in hospital.	Risk Team	Evidenced through monthly safety thermometer audit and Datix reporting
Annual audit of Trust relevant areas covered NICE Quality Standard 01 Dementia: support in health and social care (referred to as QS01) and NICE Clinical Guideline 42 Dementia: supporting people with dementia and their carers in health and social care (referred to as CG42)	Dementia Lead Nurse	Annual audit submitted to Nursing Advisory Group
Patients with Dementia are not delayed when ready to be discharged from the QVH.	Ward Discharge Nurse	Patients are PreAssessed to factor in any post-surgery social or medical requirements. Delayed discharges are audited and reported at QGC.
Patients with Dementia and their carers are consulted to improve services and patient experience at the QVH.	Patient Experience Lead	Friends and Family Test feedback to be discussed and actions taken at Patient Experience Group.
Patients with Dementia are cared for with compassion and dignity. The QVH supports the Butterfly Scheme.	Dementia Champions	All clinical staff working directly with patients with Dementia will access Butterfly Scheme training. Dementia Champions are identified in all patient areas of the Trust. Evidenced training data Staff Development Centre

Outcome	Lead	Action
Objective 2 – QVH is able to demonstrate a commitment to a Dementia friendly environment		
The QVH audit Dementia friendly environments as part of the annual Patient Led Assessment of Care Environment (PLACE) audit	Hotel Services Lead	Annual audit submitted the Health & Social Care Information Centre.
The QVH factors in Dementia friendly environments to any redesign/ upgrade or new builds	Estates Lead	Estates Strategy
Objective 3 - QVH staff receive training on Dementia appropriate to their role		
Tier 1: Dementia awareness raising, in terms of knowledge, skills and attitudes for all those working in health and care settings	Dementia Lead Nurse	All QVH staff receive Tier 1 Dementia awareness training at induction or within 3 months of employment. Evidenced training data Staff Development Centre
Tier 2: Knowledge, skills and attitudes for roles that have regular contact with people living with dementia	Dementia Lead Nurse	QVH staff who work on a regular basis with patients with Dementia access more in depth training relating to their roles. Evidence training data Staff Development Centre
Objective 4 - QVH value and support carers of patients with Dementia		
QVH promote the importance of carers within the Carers policy	Communications Lead	Promote the policy Trust wide
QVH supports Carers of patients with Dementia by offering Johns Campaign open visiting	Communications Lead Ward Leads	Johns Campaign to be promoted Trust wide and offered to carers.