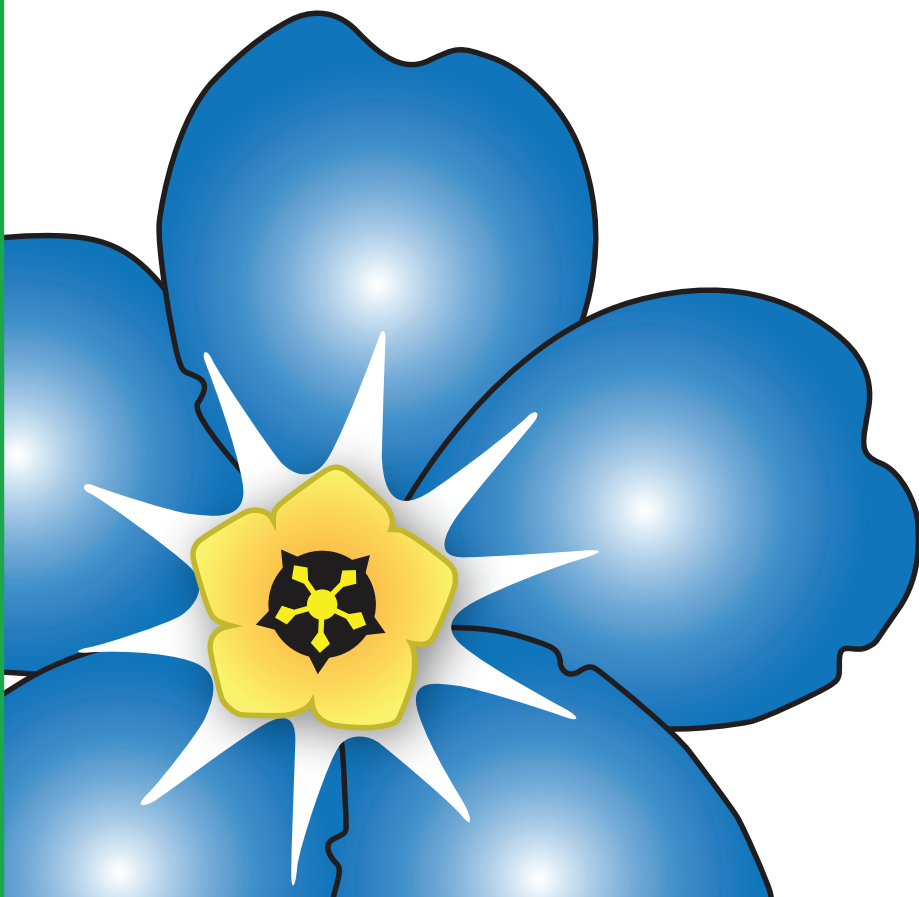


UHSM Dementia Strategy 2014-2017



Introduction

UHSM's guiding principle is to deliver high quality, person-centred care to people identified or assessed as having known or suspected dementia.

'Living well with dementia: The National Dementia Strategy' (2009) outlined key actions to improve the quality of life for people with dementia and their carers. 'Quality outcomes for people with dementia: building on the work of the National Dementia Strategy' (2010) described four priority areas:

- Good quality early diagnosis and intervention for all
- Improved quality of care in general hospitals
- Living well with dementia in care homes
- Reduced use of antipsychotic medication.

These four priorities need to be bolstered by improvements in community support services to support early intervention, prevent premature admission to care homes and reduce inappropriate hospital admission and length of stay.

From this national lead, UHSM has identified 6 strategic aims:

- 1 Deliver patient-centred care that supports people with known, or suspected, dementia and their carers**
- 2 Become a "Dementia Friendly" organisation**
- 3 Develop a highly skilled dementia aware workforce**
- 4 Champion improvements in dementia care at all levels of the organisation**
- 5 Work in collaboration with partner organisations**
- 6 Actively participate in research and audit to maintain and improve standards**

This strategy is based upon best practice and national guidance including NICE Clinical Guideline 42 and Quality Statements 1 and 30. The Trust aspires to be fully compliant with this guidance.

1

Deliver patient-centred care that supports people with known, or suspected, dementia and their carers

We believe that it is vital to include people in planning their care while in hospital and to support them in making plans for their future care. We are committed to assisting people with known, or suspected, dementia to achieve the outcome statements outlined in “Quality outcomes for people with dementia: building on the work of the National Dementia Strategy” (2010).

By 2014, all people living with dementia in England should be able to say:

I was diagnosed early

I understand, so I make good decisions and provide for future decision making

I get treatment and support which are best for my dementia, and my life

Those around me and looking after me are well supported

I am treated with dignity and respect

I know what I can do to help myself and who else can help me

I can enjoy life

I feel part of a community and I'm inspired to give something back

I am confident my end of life wishes will be respected. I can expect a good death

We understand that dementia does not only affect the person with the condition but also the people around them. It is important that we do our utmost to identify and support carers, establishing relationships with other agencies like Admiral Nurses and the Carers Trust, so that we can signpost families and carers to support networks. All wards will have a Dementia Champion and a leaflet has been produced that is available in all wards and departments to signpost to other organisations. We actively seek feedback from patients about their experiences of being in hospital and from carers about having a loved one in hospital. We currently send two surveys after discharge, to all patients known to have dementia. One survey for them to complete and one for their carers to complete. The results of the survey help to identify areas where improvements could be made, as well as highlighting examples of good practice which should be shared. Some feedback has also been received through the relationships we are building with other organisations like the Admiral Nurses.

What we need to do:

- Ensure all people over 75, admitted as an emergency to the hospital, are asked about their memory
- Prompt referral to memory services for investigation of symptoms of dementia
- Ensure those concerned about dementia will know where to go for help
- Promote the concept that a person can live well with dementia
- Ensure information and support is available to everyone affected by dementia in a format, and at a time, that best suits them
- Use individual biography, including religious beliefs and spiritual and cultural identity, to provide individual patient-centred care
- Integrate health and social care planning for appropriate, timely, supported discharge.

How we plan to do it:

- Ensure every ward/department has a Dementia Champion
- Ensure systems are in place to prompt staff to ask people about their memory
- Facilitate the liaison psychiatry service
- Introduce and develop initiatives that improve the quality of patient care like the Dining Companions, individualised care plans, Forget-Me-Not cards
- Ensure all carers receive the “Information Leaflet For Carers”
- Signpost people and carers to community organisations that may also provide support like the Admiral Nurses
- Use feedback, through our surveys, from people with dementia and their carers, about their experience of hospital admissions to inform improvement action plans.

How we will measure success:

- Audit of quality initiatives
- Feedback from people with dementia and their carers.

2

Become a “Dementia Friendly” organisation

As a member of the Dementia Action Alliance we are striving to become a dementia friendly organisation, one that understands the needs of people with dementia and strives to meet them effectively and compassionately. Dementia is a significant part of the Ward Accreditation Scheme that is being rolled out across the hospital. A successful bid to The King’s Fund Enhancing the Healing Environment project has ensured several wards have been transformed into Dementia Friendly Areas and work continues to improve the environment across the hospital and promote meaningful activity.

What we need to do:

- Progress the ‘Enhancing the Healing Environment’ work
- Ensure dementia has a significant presence and assessment in the Ward Accreditation Scheme.

How we plan to do it:

- Regularly audit individual areas
- Use compliments and feedback from surveys to drive improvements.

How we will measure success:

- Independent evaluation of the ‘Enhancing the Healing Environment’ work
- 100% of wards to achieve ‘gold’ in the Dementia Standards in the Ward Accreditation Scheme
- Analysis of feedback from people with dementia and their carers will show sustained improvements.

3

Develop a highly skilled dementia-aware workforce

We have devised a range of training programmes to provide appropriate training to all staff and volunteers. The hospital is committed to raising awareness and training all staff, clinical, non-clinical and volunteers, recognising that dementia is not exclusive to a hospital environment and is common in all aspects of life.

What we need to do:

- Promote the ethos that a person can live well with dementia
- Ensure people with dementia receive individualised care
- Provide good quality training and education to staff that is relevant and easy to access.

How we plan to do it:

- Dementia information sessions will be an integral part of our induction program
- Dementia awareness will become part of UHSM's Mandatory Training Programme
- Training will be tailored to staff and volunteer groups
- Ensure staff are aware of support available to people with dementia and their carers so that they are able to effectively signpost
- Develop a data capture tool for training to monitor compliance targets.

How we will measure success:

- 100% of staff and volunteers will have attended a dementia information session
- All clinical staff will have completed a more in-depth training session
- Staff who have regular responsibilities for providing care for people with known, or suspected, dementia will have enhanced knowledge and skills in dementia care.

4

Champion improvements in dementia care at all levels of the organisation

We have designated executive, clinical and operational management leads who are committed to championing the Dementia agenda. The Dementia Operational Group steers the Trust strategy ensuring that all aims are progressed.

What we need to do:

- Disseminate and embed this Dementia Strategy
- Establish dementia as a priority at all levels of the UHSM.

How we plan to do it:

- Identify executive, clinical and operational management leads
- Identify Dementia Champions in all wards and departments
- Develop specialist / skilled practitioner rolls to embed this work.

How we will measure success:

- Monitor via the Dementia Operational Group.

5

Work in collaboration with partner organisations

Develop seamless pathways of care, working with GPs, community and care homes, between the community and hospital, for people with dementia and their carers.

What we need to do:

- Develop links with local communities and services to support dementia patients and their carers at every step during their patient journey through to discharge
- Ensure effective communication and handover to the right services for the right patient (and carer) at the right time.

How we plan to do it:

Active participation and continuing membership of the Dementia Action Alliance (DAA); delivering UHSM's DAA action plan to achieve the outcomes of the National Dementia Declaration

- Work with local commissioners to push forwards the integration agenda with its focus on the frail elderly patient and the patient with dementia and their carers.

How we will measure success:

- Collection and analysis of data around hospital admissions and readmissions of those with dementia
- Qualitative analysis of feedback from patients and their carers regarding their experience of access to local services and effectiveness of handover and communication.

6

Actively participate in research and audit to maintain and improve standards

We are registered with DeNDRoN (Dementias and Neurodegenerative Diseases Research Network) and anticipate the opportunity to participate in multicentre trials. We have actively participated in previous rounds of the National Audit Office Dementia Audit and will continue to do so. Action plans arising out of audits have fed into UHSM's objectives around dementia care.

What we need to do:

- Identify research projects relevant to people with dementia, and their carers, in the South Manchester area
- Participate in future and upcoming rounds of the National Audit of Dementia (NAD).

How we plan to do it:

- Continued participation in the NAD and reporting of audit findings through UHSM's governance framework
- Actively seek opportunities to collaborate with national centres of dementia research through the DENDRON network.

How we will measure success:

- Publication of research trial results
- Results of national audits and demonstration of improvement year on year.

To find out more contact:

www.uhsm.nhs.uk/safeguard/pages/dementia.aspx

Telephone:
0161 291 4362

Dementia Team:
Dr Joyce Yeo
Nuala Keaskin (nurse)
Eleanor Ford (physio)