

Dementia Strategy 2018-2020



Sherwood Forest Hospitals
NHS Foundation Trust

The dementia strategy sets out the guiding principles to deliver safe, high quality compassionate care for one of the most vulnerable groups of patients within our care. The strategy is based on the dementia assessment and improvement framework (NHSI 2017) and is focused on seven key areas.

Assessment and Improvement Framework	2018/19	2019/20	KPIs
<p>Diagnosis The Trust is committed to ensuring that patients with dementia and delirium receive an appropriate diagnosis and assessments.</p>	<p>Ensure that all people aged 75 years and over, admitted to the hospital as an emergency, are asked about their memory and assessed for the presence of dementia and delirium. Refer all patients with delirium or a new diagnosis of possible dementia to the Rapid Response Liaison Psychiatry (RRLP) service for further support. Ensure that elderly patients in acute hospital beds are assessed for the presence of delirium and referred to RRLP if the diagnosis is suspected. Ensure that all patients with suspected delirium receive an appropriate assessment and that this is documented clearly in the medical notes</p>	<p>To use the data to identify trend and themes and target areas of greater need. So ensuring patients receive the care and support in a timely manner.</p>	<p>All patients who may have dementia receive the required assessments and care. That we ensure all services providing this care respond in a timely manner. Assurance will be monitored via the Unify return, which requires a minimum of 90% assurance our overall target is 100%.</p>
<p>Person Centred Care The Trust is committed to ensuring that patients with dementia receive personalised care that appropriately involves families and carers at all stages of the patient journey.</p>	<p>Involve carers and families in care planning. Gather personalised information regarding patients with dementia that is then used to guide the care that they receive. Respect patients' wishes relating to personal care. Ensure that all staff are adequately trained in relation to the principles of the Mental Health Act (2007) and Deprivation of Liberty safeguards. Ensure that a dementia diagnosis is</p>	<p>Consolidate the implementations during 2018/19 and ensure these are embedded fully within services.</p>	<p>Full use of the 'This is Me' as the document for gathering personalised information about people with dementia. Full recruitment to key posts to ensure dementia services are fully supported. The 'forget-me-knot' symbol will be identified by all staff - to communicate a dementia diagnosis. All patients with dementia to have a named IDAT nurse to co-ordinate their discharge. All staff to be compliant with Mental Capacity Act and DOLS training. Each acute ward to have a Dementia Champion: the role to have a clear description with responsibility and accountability and support with education and delivery. The Champions are</p>

	<p>communicated effectively and appropriately to all healthcare professionals.</p> <p>Ensure that discharge planning is carried out by a named individual and involves carers/relatives.</p>		<p>to drive compliance with KPIs e.g. use of 'This is Me', delirium screening.</p>
<p>Patient and Carer Information and support</p> <p>The Trust is committed to ensuring that patients with dementia and their carers are supported during their time in hospital</p>	<p>Provide patients, relatives and carers with adequate verbal and written information.</p> <p>Ensure that carers are able to continue to support the person with dementia during their time in hospital.</p> <p>Ensure that carers are involved in discharge planning.</p> <p>Routinely gather feedback from patients and carers.</p> <p>Learn from complaints involving patients with dementia.</p> <p>Promote the concept that a person can live well with dementia.</p>	<p>Continue to work with the patients, carers and staff to embed the developments identified in 2018/19 to enable us to demonstrate our commitment to improving the lives and care of patients with dementia</p>	<p>Adoption of 'John's Campaign' across the Trust.</p> <p>a Dementia Café between wards 51 and Woodland Ward (Ward 52) will be a continual part of our service provision</p> <p>All wards and staff have access to relevant information e.g. 'Delirium – acute confusion' information leaflet.</p> <p>The hospital library will be used as a resource for wards and departments to access information to be given to carers of patients with dementia. Library staff will deliver resources to specific areas on request during opening hours.</p> <p>All patients with dementia to have a named IDAT nurse to co-ordinate their discharge.</p> <p>Every acute ward will have a Dementia Champion.</p>
<p>Workforce education and training</p> <p>The Trust is committed to ensuring that all staff within the organisation receive appropriate training to meet the needs of patients with dementia and delirium and their carers</p>	<p>The Dementia Specialist nurse will provide the expert guidance at a strategic and service delivery level to ensure we are meeting and exceeding best care standards.</p> <p>Ensure that staff have the training and skills to meet the health and care needs of patients with dementia and delirium.</p> <p>Ensure that staff are supported in their roles as healthcare professionals managing patients with dementia and delirium.</p> <p>Ensure that staff are able to provide high quality, individualised care for patients with dementia.</p> <p>Promote the view that a person with dementia can live well.</p>	<p>To continue to develop and educate staff in the areas of dementia.</p> <p>Evaluate the training provided and develop adaptations and developments in line with local and national learning and guidance</p>	<p>Every acute ward will have a Dementia Champion.</p> <p>Dementia Champions will be trained and supported to ensure they can undertake their role competently receive formal education and training for their role.</p> <p>All doctors receive education regarding dementia and delirium (and the pathway of care) as part of their induction to the Trust.</p> <p>All doctors at the Trust will be given a delirium awareness card at induction.</p> <p>All staff will be up to date with mandatory training in relation to dementia, mental capacity and Deprivation of Liberty.</p> <p>RRLP and the Dementia Specialist Nurse will provide ongoing support and education to staff on wards</p>

<p>Leadership The Trust Board and Senior Management Team have approved the Trust Dementia Strategy and are committed to ensuring that the Trust delivers high quality care for patients with dementia and their carers</p>	<p>Have designated executive, clinical and operational management leads who are committed to supporting the Dementia Strategy and its principles. Ensure that dementia remains a priority for the Trust at all levels. Ensure that the Trust Board and executive team receive regular feedback in relation to dementia issues within the Trust. Ensure that staff within the organisation understand the principles of the strategy.</p>	<p>To continue to demonstrate leadership and staff development to ensure our staff and patients and carers receive the best possible care and support.</p>	<p>the dementia strategy will be acknowledged within the Trust Dementia Steering Group (with Executive representation and core membership will have representation from all of the Specialties within the Divisions) to drive the strategy forwards and support its' delivery. Dementia Steering Group (DSG) to make recommendations to the Safeguarding steering group, which will feed them up to the Patient Safety & Quality Board. DSG will provide quarterly formal feedback to the Trust Board. Dementia specific data/information to be provided to the DSG and to the Trust Board KPIs for wards will be monitored via the Dementia Champions</p>
<p>Environment The Trust is committed to improving the ward and hospital environments for patients with dementia in line with best practice.</p>	<p>Extend the ward redesign principles on Woodland Ward to other wards within the Trust</p>	<p>Continue to work to ensure all wards and patient areas are designed to meet the needs of patients with dementia and other complex needs.</p>	<p>Patient led assessments of the care environment (PLACE) audits are carried out on a regular basis and demonstrate patient appropriate facilities. Future ward decorating/design projects to be in line with 'dementia friendly' guidelines e.g. use of accent colours, bays painted different colours, improved signage. Compliments and feedback from patients and carers are used to drive improvements.</p>
<p>Nutrition and Hydration The Trust is committed to ensuring that patients with dementia receive appropriate support in relation to their nutrition and hydration needs.</p>	<p>Ensure that all staff recognise the importance of nutrition in patients with dementia.</p>	<p>This will be an integral piece of care provision on an on going basis</p>	<p>All patients admitted as an emergency to the Trust will have a MUST score generated within 24 hours of admission and an appropriate care plan documented based on the result. Finger foods/snacks will be available on all wards 24 hours a day. Carers and family will be supported to be as involved as they want to be in helping to deliver the nutritional needs of patients with dementia, this is key ethos of the Trusts Carers Charter.</p>

How the risk is being mitigated

The Trust has a developing network of Dementia Champions who will drive the key are principles forward supported by the Specialist knowledge of the Lead clinician and dementia specialist nurse.
 There is the development of a business case to ensure that we have the capacity to identify and support patients who may have dementia.
 The Dementia Steering group has a key membership which will analyse and hold to account service and Trust leadership where issues are identified.

A and I Framework	KPI	2018/19 Target	2019/20 Target
Diagnosis	Unify data collation and subsequent support mechanisms require further analysis and service provision	90% identification	100%
	Effective sign posting to care pathways	100%	100%
Person Centred Care	To ensure that the patients all have This Is Me documentation and forget Me Knot symbol	100%	100%
	That all patients and their families who may have or have dementia receive the e advice and support needed, ensure they receive the long term care and support to achieve a fulfilling life experience	100%	100%
Patient and Carer Information and Support	Verbal and written information for all relevant patients and their carers/ families	100%	100%
	Monthly dementia café's	100%	100%
	Knowledgeable and well informed staff	100%	100%
Leadership	Undertake an annual staffing review, which will be based on acuity and dependency and signed off through the Divisions and Chief Nurse	100% by 31.5.2018 for the year 2017/18	100% by 31.5.2019 for the year 2018/19
	% of Band 5 Registered Nurse vacancies	Reduce to 12% by 31/03/19	10% by 31/03/20
	Consistently adhere to the safe staffing guidance / SOPs, based on acuity and dependency – staffing fill levels	95% by 31.3.2019	95%
	Key leadership roles and are in place and engaged in the Dementia strategy principles and aims	100%	100%
Workforce education and training	Staff are trained to understand and care for patients with dementia	100%	100%
Environment	Promote 'every contact counts' amongst our patients and local community through the Public Health officers	Recruit to 2 WTE Health promotion officer posts by June 2018 - Raise awareness of ECC across the Trust	Programme of ECC rolling out across the Trust and achievement of CQUIN target
	Patient satisfaction – care is explained in an understandable way	90% patient satisfaction by 31.3.2019	95% patient satisfaction by 31.3.2020

	Staff as part of our local community recommend the trust as a place to receive their care	4.10	4.20
	All ward areas are adapted to meet the needs of patients with dementia and other complex needs i.e. LD	75%	100%
Nutrition and Hydration	The principles of the carers charter is embedded within the Trust	100%	100%
	Staff are aware of the key issues of the carers' charter and ensure the patients carers receive the support they require whilst in hospital.	100%	100%
	All wards have available food/ snacks 24 hours a day	100%	100%