

WIRRAL COUNCIL

THE HEALTH & WELLBEING OVERVIEW AND SCRUTINY COMMITTEE

12 MARCH 2012

SUBJECT:	Report for Dementia Scrutiny Review: 'The care of people with dementia in an acute hospital setting' Final report February 2011
WARD/S AFFECTED:	All
REPORT OF:	Gary Doherty Acting Chief Executive - WUTH
RESPONSIBLE PORTFOLIO HOLDER:	Councillor Jeff Green
KEY DECISION	NO

1.0 EXECUTIVE SUMMARY

1.1 This report provides the Overview and Scrutiny Committee with the progress made against the recommendations in "The care of people with dementia in an acute hospital setting" Final Report February 2011.

2.0 BACKGROUND AND KEY ISSUES

2.1 The National Dementia Strategy for England, launched in February 2009, stated that up to 70% of acute hospital beds were occupied by older people and up to half of those may be people with cognitive impairment, including those with dementia and delirium.

2.2 The Alzheimer's Society report, 'Counting the Cost' produced in 2009, estimated that people with dementia over 65 years of age are occupying one quarter of hospital beds at any one time. The same report found that people with dementia stay far longer in hospital than other people without dementia who are treated for the same procedure.

2.3 The 'Joint Strategic Needs Assessment', for Wirral, produced by NHS Wirral in 2009/10, estimated that there were 4,266 older people with dementia in Wirral.

2.4 Data from Dr Foster (2009) identified that Wirral has a higher number of hospital admissions for dementia when compared to the North West and the national average. Emergency admissions for dementia in Wirral were 53.8% higher than expected against the national average.

2.5 In 2010 the Trust participated in the first National Audit of Dementia (Care in General Hospitals) and the interim report was published in December 2010, which provided a base line for action to be taken by the Organisation. This included the establishment of a Dementia Care Steering group with key stakeholders and the development of an action plan to improve dementia care at the Trust.

2.6 This report details the progress made at Wirral University Teaching Hospital with the recommendations set out in the Wirral Overview and Scrutiny Committee "*Dementia*

PROGRESS WITH RECOMMENDATIONS

Register of patients with dementia / dementia passport

- 2.7 A register of patients who have dementia will be developed as the implementation of the new patient administration system Cerner Millennium is introduced. As part of the admission process a flag will be applied to the electronic patient record to identify patients with dementia.
- 2.8 The use of the health passport which is already in place for patients with complex needs is encouraged with the addition of the **This is me** document.
- 2.9 The **This is me** document has been distributed to urgent care admission areas and relevant wards. The Nursing documentation has been updated to include a prompt for nursing staff to implement the **This is me** document or to ask the patient, relative or carer if they have one in place. The use of **This is me** documentation is being monitored by the Deputy Director of Nursing.
- 2.10 The Dementia Care pathway has also been developed by the Dementia Care Steering group, led by Dr Mike Rimmer (CWP Trust), and is now available on the intranet for staff to follow.

Receipt of information regarding the patient with dementia

- 2.11 The use of the **This is me** documentation is being promoted by the urgent care admission and ward areas. The Trust is in discussion with the Ambulance service about the use of this document.
- 2.12 If the diagnosis of dementia is known on admission the use of the 'forget me not' symbol is used at ward level.
- 2.13 Community Trust and Social Care colleagues are based at the Arrowe Park hospital site and are aware of the use of the health passport and **This is me** documentation for patients with complex needs and dementia.

Minimise the number of moves within hospital

- 2.14 The Trust has a policy and procedure for the Transfer of Patients within the organisation. The policy has key performance indicators which are monitored through audit and weekly incident report data. The implementation of delivering same sex accommodation has removed a transfer for patients who are now admitted to the female or male medical assessment units.

Assistance at mealtimes / personal care

- 2.15 A separate Nutrition action plan for the Trust was developed in April 2011 by the Deputy Director of Nursing and included improving assistance at mealtimes. During the past year to raise awareness of the importance of the nutritional needs of patients

the Executive Directors participated in a monthly programme of assisting at mealtimes. Spot checks are undertaken by the senior Nurses. Compliance with the MUST nutrition assessment is monitored through the monthly ward performance audits, wards identified as deficient present an action plan to the Care Standards Executive which is chaired by the Director of Nursing & Midwifery.

- 2.16 The use of the 'forget me not' symbol and laminated card, details information for healthcare professionals and support staff including Housekeepers and Porters about what name the patient with dementia likes to be referred to and their eating and drinking preferences such as "I like sugar in my tea".
- 2.17 Patient experience data gained through the learning with patient's questionnaire returns and kiosk deployment provide valuable intelligence into the provision of assistance at mealtimes and attention to personal needs.

Information flow with carers

- 2.18 On admission to hospital the nursing undertake a patient's needs assessment which is recorded in the nursing documentation. This includes a prompt for the nursing staff to check if the patient has a health passport and or **This is me** document in place. The 'forget me not' card is also completed with the patient, relative or carer.
- 2.19 If the patient has a health passport and or **This is me** document, there is a prompt on the discharge action plan to ensure that the documentation is returned to the patient on discharge.

Environmental issues on the ward

- 2.20 The Matron for the Directorate of Medicine for the Elderly (DME) has undertaken a pilot project to evaluate the use of movement sensor assistive technology. Product selection has been made and a business case is in development to purchase the equipment.
- 2.21 Signage on the wards has been improved as part of the model ward programme and delivering same sex accommodation requirements.
- 2.22 The use of a 'Reminiscence Pod' was launched at an open day event on 9 January 2012. This is a 1950s style pop up living room, complete with authentic furniture and fully working 1950s television and radio (see appendix for photograph).

The role of specialist dementia nurses

- 2.23 Matron M Davies (DME) has taken the lead from a nursing perspective, who acts as a source of advice for nursing staff to access for help relating to care of patients with dementia. Three nurses from DME are undertaking the University post qualification module in Dementia care.

Safeguarding

- 2.24 The Trust's safeguarding team works very closely with ward staff to develop a care plan for the management of patients admitted with dementia. Extra staff are requested

from the flexibank to cover the duties that should be undertaken by the ward nurse who is providing one to one care for the patient with dementia. The use of the **This is me** document provides valuable information to support the management of a patient with dementia.

Discharge planning

2.25 Discharge planning begins on admission to hospital and the nursing documentation used for all patients contains a discharge action plan to ensure that the specific needs of patients are met. The Trust has a Discharge policy and procedure which is monitored through audit and incident reporting data.

Staff training

2.26 A Dementia update was held in October 2011 for medical staff and another event is planned for the spring term 2012. In association with the Alzheimer's Society two successful dementia care awareness one day programmes have been held for priority staff who include DME Nursing and Care Support workers, Medical staff and Security staff. These sessions will be repeated throughout 2012.

2.27 To comply with NHS LA risk management standards other safeguarding training which includes dementia awareness is well attended and monitored.

2.28 There is also access for nursing staff to the University post qualification modules for dementia care and care of the Older person.

2.29 A dementia care awareness event has taken place on 9 January 2012 to promote the work being done at the Trust to improve care for patients with dementia.

2.30 A training DVD on the management of patients with dementia has also been produced in collaboration with Cheshire & Wirral Partnership Trust , and with advice and input from the relatives and carers of people affected with dementia and was launched on 9 January 2012.

3.0 RELEVANT RISKS

3.1 The care of people with dementia is a priority for WUTH.

4.0 OTHER OPTIONS CONSIDERED

4.1 Not applicable.

5.0 CONSULTATION

5.1 Not applicable.

6.0 IMPLICATIONS FOR VOLUNTARY, COMMUNITY AND FAITH GROUPS

6.1 The Trust has worked in partnership with the voluntary sector and community groups.

7.0 RESOURCE IMPLICATIONS: FINANCIAL; IT; STAFFING; AND ASSETS

7.1 Not applicable.

8.0 LEGAL IMPLICATIONS

8.1 Not applicable.

9.0 EQUALITIES IMPLICATIONS

9.1 Has the potential impact of your proposal(s) been reviewed with regard to equality?

10.0 CARBON REDUCTION IMPLICATIONS

10.1 Not applicable.

11.0 PLANNING AND COMMUNITY SAFETY IMPLICATIONS

11.1 Not applicable.

12.0 RECOMMENDATION/S

12.1 Progress is being made with the dementia care action plan as described and the Dementia Care Steering group remains active in the pursuit of improvement. A Dementia awareness day has taken on 9 January 2012, to celebrate and promote the work that has been done during 2011 and advertise initiatives for 2012. Collaboration with partners such as the Older People's Parliament, Age Concern, Alzheimer's Society and volunteers will continue to support the delivery of action required to improve the care for patients and their relatives and carers at the Trust.

12.2 Publication in December 2011 of the final Report of the National Audit of Dementia Care in General Hospitals 201, contains recommendations for action which will further populate the existing dementia care action plan for the Trust throughout 2012.

13.0 REASON/S FOR RECOMMENDATION/S

REPORT AUTHOR: Lesley Metcalfe
Deputy Director of Nursing on behalf of Tina Long, Director of Nursing and Midwifery/DIPC – January 2012
Telephone: (0151) 604 7240
email: Lesley.metcalfe@nhs.net

APPENDICES

Dementia Awareness Event flyer (attached).

REFERENCE MATERIAL

SUBJECT HISTORY (last 3 years)

Council Meeting	Date