Improving the patient experience for people with dementia

Aim

Our Aim for this project was to inspire change in the organisation to see the person in the patient. Focussing on the entire care pathway, our goal is to improve the patient experience for people with dementia. This work stems from our dementia strategy of which there are four Golden Keys.

What we did

AIM

Family

Staff engage with patients, families and carers to enable them to feel in control of the care and provide opportunities to be involved in the development of the dementia care experience.

Assess

Personalised care plans, tailored to individual patients needs, are developed through timely assessment for, and identification of, dementia and delirium.

Communication

Information about the patient is shared across the pathway to ensure personalised and co-ordinated care is given by all clinical teams.

Environment

Patients with dementia are engaged in their care on a daily basis in an environment which promotes recovery.

Staff

High quality, personalised patient experience is delivered through a workforce who are trained, engaged in the project and their personal well being promoted.

What we found

Emotional map

Transfer to hospital

Freezing cold and in my pyjamas

A&E

No water or coffee or anything

MAU

Didn't know what was going on

Acute ward

Little contact

Confusion

Community ward

Confusion

Anxious

Discharge

High anxiety

4.30am transfer resulted in confusion and distress

How we did it

Methodology

Patient experience

Medical outcomes

Observation / shadowing

Patient / carer / family stories

Conversations

Patient and / or staff feedback

Mathematical model

Family research

Focus groups

The development of front line staff with additional training, or from current roles and expand into community services.

Future plans

Reduce hospitalisation for people who have dementia

Minimise transfers for people with dementia

Improve handover between different teams

Anxiety and anger

Fear (of other patients)

Communication with family

Fatigue

Sleep

Stress

Dizziness

Fainting

Fainting

Hypertension

Hypotension

Mental health

Mixed anxiety

Moderate anxiety

Significant distress

Significant distress

Significant distress

Significant distress

Distress

Frowning about overhearing conversations

Fear (of other patients)

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Significant anxiety

Anger over doctor

Mobile and independent

Anxious

Anxiety and anger around transfer to community hospital

Restless

Community ward

No-one spoke to me

Fear of other patients

Tensing up

Frowning

Community ward

Voluntary activity coordinator roles have been developed and recruited to.

Increased screening for dementia and delivery of dementia screening.

Dementia Golden Keys

- Nothing about me, without me. Increasing involvement for people with dementia and their carers and families.
- Dementia Friends. The development of front line staff with additional levels of understanding about dementia which they know how to put into action to make small differences.
- Think about my length of stay, from the first day. Actions and active management to reduce the length of stay of those with a dementia diagnosis, admitted for general health care reasons. Or prevent unnecessary admission. On average their length of stay is two thirds longer than those without dementia and our aim is to get them home earlier.
- Flexible food and drink. Those with dementia will often need nutrition and hydration outside of the normal mealtimes and methods of having food, for example finger food, the aim is to develop flexible ways to eat and drink for this client group during their hospital stay to maximise their nutrition.

What we did to improve the patient experience

- Improved process for hospitalising patients.
- Volunteer activity coordinator roles have been developed and recruited to.
- Increased screening for dementia and delivery of dementia screening.

Graphs

- Presence of ‘This is me’

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