



Improving
hospital care

A carer's contribution
to the standards
developed across the
South West

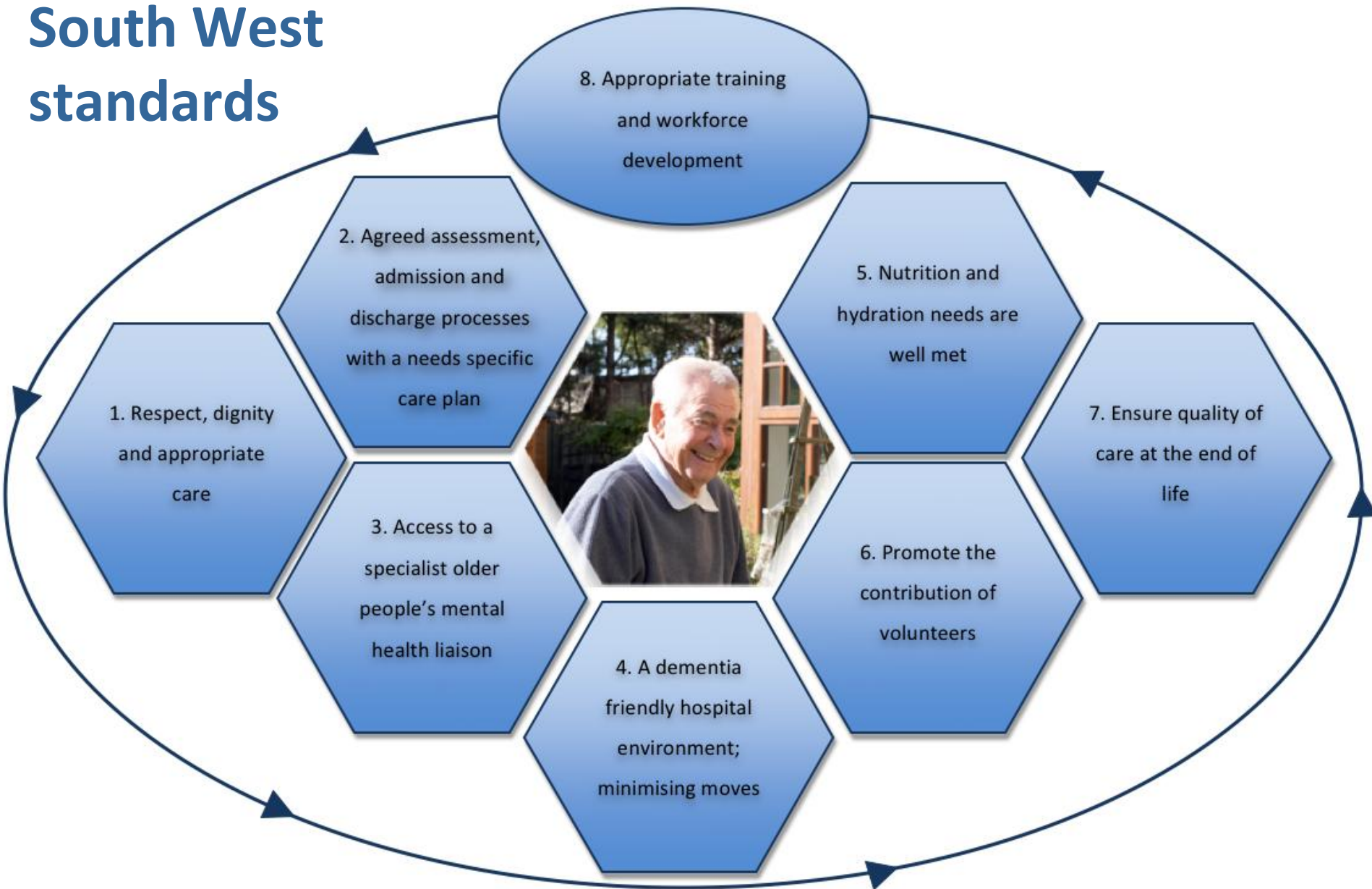
Background

- South West Strategic Health Authority initiated the South West Dementia Partnership - 2008 ahead of strategy
- Carers have been integral to partnership
- SHA led peer review across 14 communities in South West summer 2009
- Good practice identified but need for greater consistency
- Proposal that Expert Reference Group develop standards for care in hospital

Development of standards

- Representative group with carer leadership
- Referenced Royal United Hospital 'gold standard'
- Initially 10 standards suggested - refined to 8
- Standards published December 2010
- Launched at 2nd South West hospital conference
- All general hospitals and key partners agreed to develop improvement plans, after self assessment, by June 2011
- To be followed by community hospital plans
- SHA led Peer review September - November 2011 to establish progress in implementation, best practice and opportunities for improvement

South West standards



Standard 1: Respect, dignity and appropriate care

- Person-centred care, care planning and risk assessment
- Dementia ward champion
- Accessible literature and training materials
- Regular reviews

Standard 2: Agreed assessment, admission and discharge processes with a needs specific care plan

- Carers information and needs assessment
- Use of 'This is me' booklet
- Comprehensive assessment
- Memory service referrals
- Actively managed discharge
- Access to intermediate care

Standard 3: Access to a specialist mental health liaison service

- Multi disciplinary, specialist mental health liaison service based on assessed need
- Appropriate referrals for further assessment
- Liaison team training incorporated into local training strategies

Standard 4: A dementia-friendly environment, minimising moves

- Appropriate signage / sensory environments
- Environment quality reviews
- Minimise moves
- ‘This is me’ booklet to accompany the patient
- Daily therapeutic and recreational activities

Standard 5: Nutrition and hydration needs are well met

- Weight assessments / malnutrition screening
- Patient preferences in 'This is me' booklet
- Protected mealtimes with carers or volunteers
- Flexible food times, appropriate utensil provision
- Specialist assessment for swallowing difficulties

Standard 6: Promote the contribution of volunteers

- Designated volunteering leads
- Dementia ward champion role
- Volunteer support, feedback and training
- Review volunteer recruitment and retention

Standard 7: Quality of care at the end of life

- GPs informed
- Integrated care pathway
- Training for clinical and support staff

Standard 8: Appropriate training and workforce development

- New staff receive mandatory training
- Training and knowledge framework
- Implementation with regular review

South West Dementia Partnership

- Expert reference Group promotes good practice and debates the challenges of the implementation of the standards
- Key resource for examples
www.southwestdementiapartnership.org.uk
- Thanks to Rowan Purdy and Stephen Thorpe

EXAMPLES OF GOOD PRACTICE

- **Dementia ward champion** - Musgrave Park; Taunton
- **Volunteers in hospital** - Royal United Hospital Bath
- **Protected mealtime** - North Bristol Trust
- **An hour to remember** - Yeovil Hospital

Your standards

- Has your hospital developed standards?

Your approach

- Has your approach been different?

Measuring improvement

- What is the best way to measure improvement and report progress in delivering standards?

Patient and carer outcomes

- How will you ensure patients and carers see improvements?