

Review Date: 3<sup>rd</sup> December 2018

Chesterfield Royal Hospital 

NHS Foundation Trust

# Dementia Strategy

## 2018-2021



## 1. Introduction

### 1.1. Executive Summary

**The purpose of this document is to set out a 3 year strategy for Chesterfield Royal Hospital NHS Foundation trust, to improve the care and experience of people living with Dementia and their carers.**

Our Dementia Strategy is underpinned by the ambitions and action plans set out in our Quality Strategy, our Clinical Services Strategy and our People Strategy, transformation programme, IM&T strategy and links to our Trust's journey to be a first class DGH – delivering sustainable high quality clinical care, offering an exceptional experience for our patients; and creating a great place for our staff to work.

It also reflects the 5 domains of quality stated by the CQCs, which set out what we want to achieve for our patients and communities and for our hospital and staff.

- Caring
- Effective
- Safe
- Responsive
- Well-led

**Our renewed focus to be 'outstanding' will ensure that: -**

- Patients are truly respected and valued as individuals.
- Patients are protected by strong, comprehensive safety systems, and that we focus on openness and learning.
- Services are flexible and provide choice and continuity of care.
- Leadership, governance and culture drive high quality, person-centred care.
- These objectives are driven by our vision of becoming a truly dementia friendly organisation that strives to consistently deliver high quality care that meets the needs and expectations of our patients and their carers.
- It also reflects the Trust's six strategic objectives, which sets out what we want to achieve for our patients and communities for our hospital and staff.

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## 2. National Context.

### 2.1. Key Statistics

- The term 'dementia' is used to describe a syndrome which may be caused by a number of illnesses in which there is progressive decline in multiple areas of function, including decline in memory, reasoning, communication skills and the ability to carry out daily activities. (DoH 2009)
- There are around 800,000 people with dementia in the UK currently. (DoH 2015)
- One in six people aged 80 and over have dementia.
- There are 40,000 younger people with dementia in the UK.
- 60,000 deaths a year are directly attributable to dementia.
- The financial cost of dementia to the UK is £23 billion per annum. (DoH)

### 2.2. The National Agenda

Recognition of dementia and its effects on our society has never been so high on the national agenda.

In 2009 the Department of Health published the **National Dementia Strategy** with the aim of '*ensuring significant improvements to dementia services*' (DoH 2009). Objective 8 of the strategy advocated improving the quality of care for people with dementia in general hospitals.

In 2012 the **Prime Minister's Challenge on Dementia** was launched promising to deliver major improvements in dementia care and research by 2015 (DoH 2012a).

In 2012 the Dementia Action Alliance, in partnership with the NHS Institute for Innovation and Improvement launched Right Care – Call to Action for the improvement **of care for people with dementia in acute hospitals** (DAA 2012).

In 2012/13 a new **Commissioning for Quality and Innovation (CQUIN)** goal was launched to incentivise improvements in the identification, assessment, investigation and referral of patients with a suspected diagnosis of dementia, in addition to supporting carers and improving staff training and development (DoH 2012b).

In 2010 and 2013 the **National Audit of Dementia**, led by the Royal College of Psychiatrists, identified a number of key recommendations to improve care for patients with dementia in acute hospital settings.

### **3. Our Ambitions**

#### **3.1. Ambition 1 – Care Delivery**

*To be outstanding and to show excellence in specialist assessment, clinical care, treatment and management planning of people living with Dementia which will be underpinned by a person-centred philosophy.*

#### **What we will do**

- All patients with dementia will receive Person Centred Care, regardless of the department, ward or location. Person Centred Care places the needs and desires of the patient central to all clinical encounters.
- Every test, investigation or treatment will be assessed considering the overall cost and benefit to the patient within the context of their disease, their desires, beliefs and attitude's, in collaboration with members of the multi-disciplinary team, family and carers.
- All patients with dementia will undergo a Comprehensive Geriatric Assessment (CGA) – a multi -factorial, multi -disciplinary assessment of needs undertaken by Geriatricians in collaboration with nursing, physiotherapy, Occupational therapy and other support staff, addressing mobility, pain, cognition, falls risk, continence, nutrition and hydration Poly-pharmacy, mood and social environment.
- We will enable partnership working across the health, mental health and social care community, including the voluntary sector, which will enable co-ordinated pathways of care to be developed to meet the needs of our patients and their carers.
- Excellence in palliative care for those patients admitted towards the end of their lives will be provided considering appropriate ceilings of treatment.
- Best practice in End of Life care will be developed in conjunction with the End of Life strategy; this will involve improving knowledge around decisions in the best interest and advance care planning of people living with dementia in alignment with the mental capacity act.
- All patients admitted with a diagnosis of dementia will have a 'This is me' person-centred assessment document commenced within 24-hours of admission.
- An Older person team that will consist of dedicated experts in dementia care will provide expert advice and support to all other departments throughout the Trust.
- A Trust-wide therapeutic activity programme with dedicated activity co-ordinators supported by appropriately trained and confident staff and volunteers will be established.

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- A medications management protocol will provide clear guidelines for 'dementia friendly' prescribing and administration following best practice from "time for action – the right prescription"
- Effective and efficient information systems will be in place to enable timely identification of patients with a formal or suspected diagnosis of dementia admitted to the hospital.
- Elements of the Person-Centred Dementia Care Philosophy will be embedded in practice, demonstrating a truly 'dementia friendly' culture of care.

## 3.2. Ambition 2 – Culture & Education

*CRH to have an outstanding 'dementia friendly' culture of care which will be achieved by ensuring that all Trust staff are dementia aware. Specialist staff will lead by example and equip the workforce with the confidence to challenge dementia related stigma, myths and poor practice therefore improving the care and experience at CRH.*

### **What we will do**

- A dementia education strategy will be created in alignment with national education frameworks with clear compliance goals tiered to the needs of individual clinical areas and will be available for staff to review the requirement on the Skills passport. The strategy will clearly demonstrate the yearly dementia education plan.
- All staff will receive dementia awareness training on the Essential training Induction day.
- All staff will be welcome to attend annual Essential training Dementia awareness sessions to maintain existing knowledge and interest.
- All Clinical staff who have regular contact with People living with dementia will attend annual essential training as per the education strategy.
- Staff will have access to Tier 2 level education as per the education strategy for e.g. Best practice in Dementia care (Stirling University) and Promoting Quality care in Dementia.
- An ELearning package will be developed for all staff to access on the trusts Intranet.
- At least 2000 Trust staff will become Dementia Friends in line with our commitment to the Alzheimer's Society national campaign.
- A Dementia Services intranet site will provide staff with a link to internal and external services, referral processes, training resources, latest evidence etc.

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- Every ward and clinical environment in the Trust will have a nominated dementia champion who can act as a link to the Trust developments in dementia, provide support and training to staff and work as a champion for excellence in care.
- The Trust intranet will house the Dementia Information pages and will provide staff with training resources, latest evidence, specialist nursing care planning guidance, the Derbyshire Dementia Support Services referral process and links to internal and external services and support.

### 3.3. Ambition 3 - Partnerships

*Positive partnerships in care will continue to be developed which will enable wellbeing, care choices and preferences are understood and followed for people living with dementia and their carers. Views and feedback will be actively sought and acted upon to ensure continuous improvement in the service provision and in alignment with the carer strategy, carers will have their needs assessed alongside those of the patient to ensure they are adequately supported, informed, educated and enabled to continue with their caring role at CRH and post discharge.*

#### **What we will do**

- Staff will identify carers and assess their needs along with the person living with dementia.
- Carers will be invited to be actively involved as partners in care and the use of the carer passport will be embedded into practice.
- Carers will have engagement, be respected and welcomed into this partnership role, with their changing needs being actively addressed.
- Staff will be trained in carer awareness and how to support the carer.
- Guidelines on confidentiality and for sharing information a three way process between the patient, carer and professional – which includes assessment of capacity, best interest decisions, lasting power of attorney and advance decisions will be reviewed, developed and embedded into practice in all clinical areas.
- All in-patient areas will employ a philosophy of ‘therapeutic visiting’ for those patients with dementia, the principles of care illustrated within “Johns campaign” and the Derbyshire carers association Carers pledge.
- All in patient areas will have identified champions or carers leads that are skilled and knowledgeable about the needs of people living with dementia and their carers.

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- All carers will have access to carer information packs, ward orientation / induction information and comfort packs.
- All in patient areas will have carer rooms and facilities to maximise privacy, rest and recuperation.
- Mechanisms for gathering feedback for people living with dementia and their carers will be reviewed and developed further, this will formulate on-going changes and improvement in service delivery by being truly patient and carer led.
- We will develop and maintain a Dementia information page on the CRH website which will contain information for carers and people living with dementia which will raise awareness and aid signposting to CRH, community and Volunteer services.

### 3.4. Ambition 4 - Environment

*CRH will incorporate dementia friendly principles into all aspects of the hospital environment. . These environments of care will enhance the patient experience and ensure that no avoidable harm is caused and we maximise privacy, dignity and independent activities of living.*

#### **What we will do**

- Dementia friendly environmental features will be incorporated into all existing environments, planned improvements and new build facilities within the Trust.
- Planning for the physical environment will consider high levels of lighting, appropriate signage, floor coverings, equipment, fixtures and fittings, clarity and simplicity.
- Patient's personal spaces will be clutter and hazard free, familiar through personalisation with access to assistive technology where appropriate.
- A standardised specification for all future refurbishment throughout the Trust will be in place e.g. replacement toilet seats, appropriate signage, floor coverings, large clocks etc.
- Activity / multi-purpose day rooms will provide therapeutic environments throughout the hospital.
- All Trust out-patient and clinic environments will demonstrate 'dementia friendly' environments.
- All CRH patient areas will implement environmental adjustments informed by the annual PLACE audit

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## 3.5. How will we achieve our ambitions

- The trust will form Dementia strategy implementation and monitoring groups to establish baseline data on existing services, care delivery and working practice.
- The group will form an action plan to ensure delivery of the priorities in alignment with the changing local and national best practice guidance on Dementia care.
- The group will work in collaboration with existing CRH groups raising the awareness and ensuring the needs of people living with Dementia and strategic priorities are met.
- The need for rigorous audit and evaluation runs through each and every priority and will be the individual groups responsibility to ensure timely reviews are in place, so we will put in place robust arrangements to ensure delivery of our agreed commitments and priorities to enable us to track and monitor improvement in outcomes overall through the establishment of a Dementia Strategy Implementation and Monitoring Group.
- In order to ensure that we obtain a position as one of the leaders in the provision of excellence in dementia care in the acute setting by becoming “Outstanding”, we will monitor our overall progress and benchmark our performance against others with similar ambitions.

## 4. Communication Plan

Effective communication is essential to ensuring successful delivery of the strategy and the Dementia Strategy Team will be integral to the successful communication and facilitation of this strategy.

Trust employees at all levels must be aware of the strategy and their associated individual and team responsibilities.

The strategy will be launched and promoted internally via local governance networks, staff communication forums, staff communication bulletin, social media and the trust' news bulletin.

The strategy will be available on the Trust intranet for staff to access.

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## **5. Conclusion**

We make a clear commitment to action in respect of improving care delivery to people living with dementia and have identified some key changes, some of which are already under way and others which will begin as a consequence of this Strategy.

Chesterfield Royal Hospital Foundation trust has already made significant improvements to the care experience of those people living with dementia admitted to the acute hospital but we recognise that there is much more work to be done to address the care needs of this growing population.

In order to achieve the ambitious priorities outlined in this strategy we will need to actively engage and work in partnership with our patients, carers, staff, commissioners and partner organisations.

The existing drive and enthusiasm within the Trust accompanied by this strategy will ensure that our ambition to become an outstanding 'dementia friendly' organisation will become a reality.

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## **6. References**

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