

Improving the patient experience for people with dementia

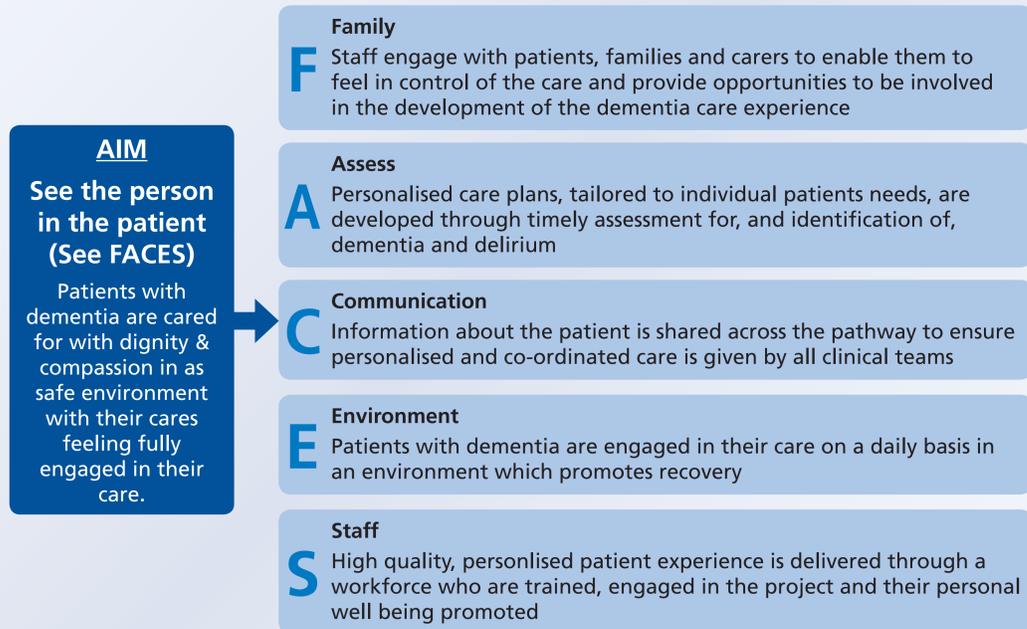
Aim

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

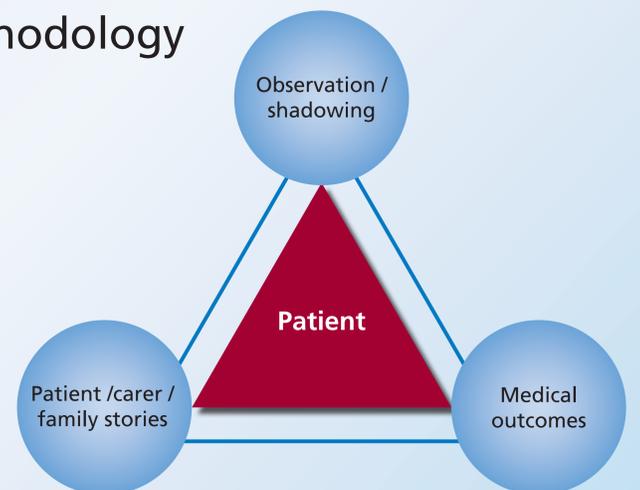


Dementia Golden Keys

- Nothing about me, without me.** Increasing involvement for people with dementia 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. 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.

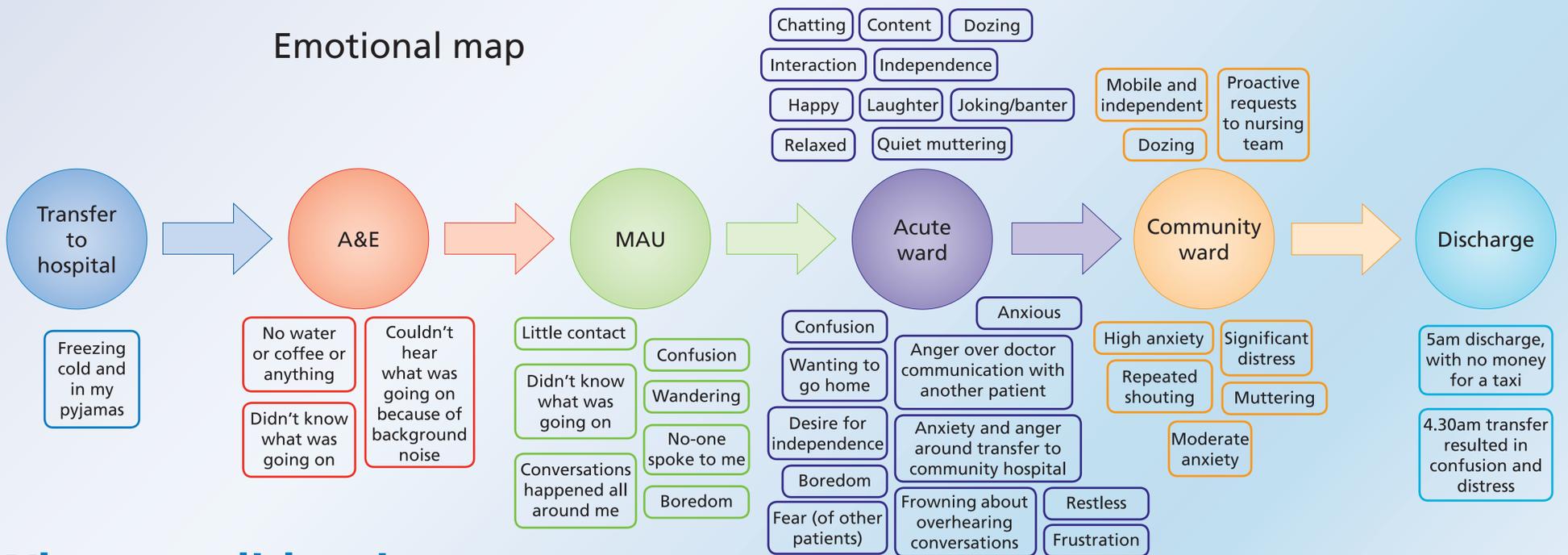
How we did it

Methodology



What we found

Emotional map



What we did to improve the patient experience

Just the start...

- Improved process for hospitalising patients.
- Volunteer activity coordinator roles have been developed and recruited to.
- Increased screening for dementia and delivery of dementia screening.
- Appropriate patients proactively identified early and transferred to specialist dementia unit.
- Increased the presence of 'This is me' document to support individualised care.

