Dementia Care in NDHT

Trust Board
Tuesday 28 May 2013
Tina Naldrett & Andy Burgess
Improving Dementia Care - Structure

• Executive Lead – Carolyn Mills, Director of Nursing

• Clinical Lead – Tina Naldrett, Assistant Director of Nursing

• Operational Lead – Andy Burgess, DGM Medicine & Paeds

• Dementia Steering Group – key interested individuals from across Health and Social care in both North and East Devon
Dementia Steering Group

• 4 key work areas:
  – Training
  – Audit
  – Service Delivery
  – Patient Information & Involvement
Achievements - Training

- 83% compliance for 2011/12 Dementia CQUIN including community based staff
- Training matrix and report developed
- Dementia training module included in E-MOT mandatory training and induction
- Carer feedback DVD is being used in the Trust’s mandatory training
Achievements - Audit

- Participation in the 2\textsuperscript{nd} RCP Organisational and Case Note Audit
- Improvements in the results when compared to 2010 audit
- Monthly CQUIN audit tool implemented
- Monthly audits also looking at evidence for:
  - Personalised care plans
  - Evidence of ‘This is Me’
Achievements – Service Delivery

• Promoted/implemented the use of ‘This is Me’
• Promoted the use of personalised care plans
• Mapped dementia pathway across the Trust for KF project
• Implemented comfort rounding
• Integrated dementia screening in core nursing documentation
• Developed dementia assessment bundle & flowchart including advice and guidance for the management of dementia/delirium
• Developing ‘golden keys’ of dementia care communication message for staff
• Environmental/qualitative improvements on key wards which manage patients with dementia, i.e. finger foods, laminated food cards on Staples
Achievements – Patient/Carer Information & Involvement

- Held dementia focus groups
- Developed patient story DVDs and incorporated into training
- Developed a patient information leaflet in conjunction with carers
- Visiting memory cafes to talk about patient experience with patient and carers
- Building links with Devon Carers and Ward Managers
- Developed an ideal patient story/pathway
- Developed a carers policy and volunteers policy
- Use of local resolution meetings for managing complaints
- Part of King’s Fund PFCC Project
King’s Fund PFCC Project

- Patient and Family Centred Care
- Aim – ‘See the person in the patient’
- Primary Drivers:
  1. Family
  2. Assessment
  3. Communication
  4. Environment
  5. Staff

- Copy of Driver Diagram
- Session on PFCC project later on today
Next steps

• Continuance of the improvement cycle, through delivery of golden keys to unlock good dementia care, as described within the strategy

• Delivery of amended action plan through steering group.

• Overarching aim of building positive social movement in all our staff groups for delivering good dementia care