

# Dementia Strategy

## 2019 - 2021



Remember the **me** in dementia

# CONTENTS

Foreword .....	3
Introduction .....	4
National Perspective.....	5
Current Position .....	6
Commitment 1: Patient Centred Care .....	7
Commitment 2: Education and Training .....	8
Commitment 3: Environment.....	9
Commitment 4: Communication .....	10
Commitment 5: Partnership working .....	11
Commitment 6: End of Life Care.....	12
Implementation of the Trust's Dementia Strategy .....	13
Conclusion.....	13
References .....	13
With thanks.....	13



## FOREWORD

Barking, Havering & Redbridge University Hospitals NHS Trust is committed to improving the care for people living with dementia and their family/caregivers who access hospital services. (A *caregiver is recognised as an individual who provides help or support, physical or emotional, on a regular basis to a person living with dementia*).

It is high on our priorities to ensure that people living with dementia receive safe, equitable care and are treated with dignity and respect throughout their hospital journey.

This 3 year strategy has been developed through consultation with a wide range of stakeholders including clinical, non-clinical, carers, public and voluntary sector representatives. It recognises the work already undertaken by the Trust's Dementia Team and builds on those foundations to improve and develop our hospital services further.

The strategy identifies six commitments and formalises work already undertaken under the umbrella of dementia care and builds on projects, service improvements and process developments already achieved:

- Patient Centred Care
- Education and Training
- Environment
- Communication
- Partnership Working
- End of Life Care

We feel confident that the overall vision to achieve Dementia Friendly Hospital status and improve the care experience for our patients will be achieved through the continued hard work and commitment of Trust staff who will endeavour to ***Remember the Me*** in Dementia.



**Kathryn Halford, OBE**  
**Chief Nurse/Deputy Chief Executive**  
**Executive Lead for Dementia**



**Gary Etheridge**  
**Director of Nursing, Safeguarding & Harm Free Care**  
**Strategic Lead for Dementia**

## INTRODUCTION

Dementia is a term used to describe a range of cognitive and behavioural symptoms that can include memory loss, problems with reasoning, communication and change in personality. These symptoms can result in a reduction in a person's ability to carry out daily activities, such as shopping, washing, dressing and cooking (NICE, 2018).

Dementia affects around 850,000 people across the UK with some areas having a greater number of people living with dementia than others. In areas with larger populations and older populations there will be a higher number of people living with dementia as age is the greatest risk factor (Alzheimer's Society, 2017).

The local demographics within the Barking, Havering and Redbridge tri-borough indicate that Havering has one of the highest proportions of older people in London and dementia is more prevalent in Havering (0.70%) than in London (0.49%) but similar to the England average (0.74%). Barking and Dagenham has one of the lowest proportions of people with dementia (0.36%) than any other area in the UK whilst Redbridge (0.53%) is closest to the London average. This data is based on GP registers and consideration has to be given that it is estimated that around half of people living with dementia are as yet undiagnosed (Dementia Statistics Hub, 2018).

The number of people with dementia in the UK is forecast to increase to over 1 million by 2025 and over 2 million by 2051 (Dementia UK, 2014).

People living with dementia often have other co-morbidities and therefore have complex needs. It is estimated that approximately 25% of beds in hospitals are occupied by people living with dementia. Their length of stay is often longer than for people without dementia and there can also be delays in supporting them to leave hospital (Dementia Statistics Hub, 2018).

## TRUST DEMENTIA VISION

*Our Trust vision is to provide person-centred care that preserves dignity and supports the person living with dementia, their family and caregivers.*

*We will be a Dementia Friendly Trust providing environments that promote a positive experience for the person living with dementia across our acute services.*

*The Trust's Dementia Vision was developed and agreed as part of the work undertaken by the Dementia Strategy development Focus Groups held in January and February 2019.*



## NATIONAL PERSPECTIVE

In recent years there have been a number of national documents that have been published which highlight the importance of dementia care and the need for increased awareness of health and social care professionals. The Trust's strategy has been informed by the following:

**National Dementia Strategy** - published by the Department of Health in 2009, it identifies improving dementia care and services as a key national priority. The strategy focused on raising awareness and understanding; early diagnosis and support and living well with dementia.

**The Well Pathway for Dementia** - designed by NHS England to assist Trusts in planning dementia care and services. The Well Pathway consists of Preventing Well, Diagnosing Well, Supporting Well, Living Well and Dying Well which supports the priorities of the National Dementia Strategy (2009).

**Dementia Friendly Hospital Charter** - launched in 2015 by the Dementia Action Alliance, the Charter outlines the high level principles that a dementia-friendly hospital should provide and was revised in 2018 to include a section on the important role of the hospital volunteer.

**The Prime Minister's Challenge on Dementia 2020** - published in 2015 contains over 50 commitments that together aspire to make England the best country in the world for dementia care and support. It focuses on increasing research, improving care and raising public awareness about dementia.

**The Dementia Statements** - published in 2017, reflect what people with dementia and carers say are essential to their quality of life.

**Dementia Assessment & Improvement Framework** - developed in 2017, describes what 'outstanding' care looks like and consists of eight standards to achieve best practice.

**10 year NHS Plan** - developed by NHS England in 2018, the plan sets out a number of actions to improve detection and care for people with cardiovascular disease and respiratory disease, prevent diabetes and improve stroke services. The aim is to prevent up to 150,000 cases of heart attack, stroke and dementia over the next 10 years.

## CURRENT POSITION

The Trust has a dedicated Dementia and Delirium Service which comprises of:

- Lead Nurse/Practitioner
- Clinical Nurse Specialist
- Dementia Nurse/Practitioner
- Nursing Associates
- Dementia and Delirium Assistants
- Dementia Administrator

The Named Nurse, Safeguarding Adults is the Operational Lead for the team who is managed by the Director of Nursing, Safeguarding and Harm Free Care.

The team works across both hospital sites to support the operational delivery of the national dementia agenda, working collaboratively with our tri-borough local authorities and the North East London Foundation Trust (NELFT) to achieve a positive journey for persons living with dementia, and support for their families and caregivers, both within our care settings and the local wider community.

The Trust is signed up to the National CQUIN for Dementia to identify new cases of Dementia in over 75s; the national target of 90% is currently being achieved.

The Trust has successfully implemented the following initiatives within the Care of the Elderly ward environments across both hospital sites with a view to embedding them Trustwide throughout 2019.

- **Butterfly Scheme** - this is a national initiative to improve patient safety and well-being in hospitals. The scheme teaches staff to offer a positive and appropriate response to people with Dementia and/or Delirium.
- **'This is me'** form - this provides information for health and social care professionals to build a better understanding of who the person really is. The form includes space to include details on the person's cultural and family background, events, people and places from their lives, preferences, routines and their personality.
- **Dementia & Delirium Care Plan** - this identifies the individual needs of the person and promotes person centred care.
- **'John's Campaign'** - this recognises the important role of those who care for people who are living with Dementia. The Campaign's purpose lies in the belief that carers should be welcomed and encouraged by staff. The Trust's Carer Policy and Carer Support Plan utilises the ethos of John's Campaign to support carers trust-wide.
- **Dementia Awareness training (Tier 1 & Tier 2)** - is essential training for all Trust staff. A plan is in place to launch Tier 3 training in spring 2019. A Dementia Training Strategy and Training Needs Analysis are currently being developed in line with the national Dementia Training Standards Framework (2018).
- **Holistic Therapies** - there is a range of innovative therapies including Pet Therapy, Twiddle Muffs, Fidget Blankets/Toys and Reminiscence Interactive Therapeutic Activities Screens that are available to provide distraction and comfort for a person living with dementia during their hospital stay.



## COMMITMENT ONE: PATIENT CENTRED CARE

We will deliver individualised care that supports the person living with dementia, their families and caregivers.

We will ensure that in all our care settings reasonable adjustments are made enabling appropriate care and support to be provided.

To achieve this commitment our priority will be to become a dementia friendly organisation.

### We will deliver patient centred care by:

- Identifying and inviting persons living with dementia, their families and caregivers, to join our Trust's Dementia Steering Group
- Involving persons living with dementia, their families and caregivers in decision making from admittance to discharge
- Training Trust Volunteers to support nutrition and hydration for persons living with dementia who are in our care, alongside specialist input from Speech and Language Therapists and Dietitians
- Capturing the views of persons living with dementia, their families and caregivers to monitor service implementation and environmental modifications
- Working collaboratively with our facilities contractors to Introduce 'John's Campaign' Trustwide
- Re-launching the Butterfly scheme across our care settings



## COMMITMENT TWO: EDUCATION AND TRAINING

We will ensure that all of our staff have access to dementia awareness training which will be aligned to our Dementia Training Strategy.

By fulfilling this commitment we will be supporting the Prime Minister's Challenge which aims to achieve a dementia friendly community to ensure there is a societal understanding of the impact of dementia.

To achieve this commitment our priority will be to develop a skilled and effective workforce.

### We will develop a skilled and effective workforce by:

- Providing simulation training for staff to enable them to experience living with dementia
- Facilitating peer observation on wards from each of our Divisions covering various aspects of care delivery
- Enhancing the skills and knowledge of our ward based Dementia Champions Trustwide
- Developing a Dementia Training Strategy and Training Needs Analysis to ensure our staff have the skills and knowledge appropriate to their role and responsibilities





## COMMITMENT THREE: ENVIRONMENT

We will ensure the care environment is comfortable and supportive, promoting patient safety and quality of life.

This commitment will embrace the five overarching principles that are identified to support a dementia friendly environment in Acute Trusts which are familiarity, legibility, meaningful activity, orientation and wayfinding. Of these principles, each has suggested elements that can support and encourage patients in a care environment.

### A dementia friendly care environment will be promoted across our organisation by:

- Ensuring established initiatives are in place on our care of the elderly wards are introduced across all care settings within the Trust, for example picture toilet signage, easily visible large face clocks and non-reflective flooring
- Setting up a Task & Finish Group to drive forward identified improvement plans such as adapted cutlery, pictorial menus and noise reduction
- Participating in national audits relevant to dementia in order to benchmark against agreed minimal standards for a dementia friendly hospital environment
- Exploring the potential for designated quiet areas in our Emergency and Outpatient Departments to reduce anxiety for our patients living with dementia



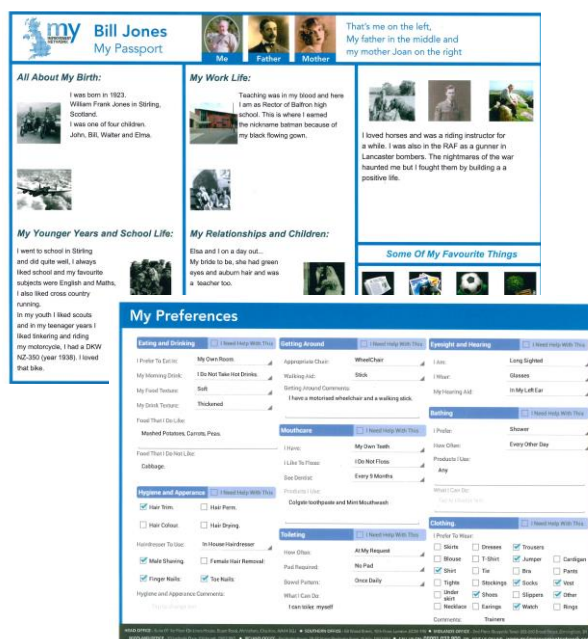
Remember the **me** in dementia

## COMMITMENT FOUR: COMMUNICATION

We will work in partnership with families and caregivers to gather accurate information about the person living with dementia and their needs to develop positive relationships of care.

We will support our staff in communicating with patients living with dementia and their families and caregivers by:

- Re-launching the 'This is Me' form across all our care settings, and the introduction of the 'Life Collage' which offers a visual alternative to the 'This is Me' form promoting choice and appropriate reasonable adjustments for the person living with dementia, their families and caregivers
- Making the 'This is Me' form/Life Collage, where utilised, an integral part of the 'Red Bag' which accompanies persons living with dementia on their discharge back to their care home
- Utilising electronic alerts to ensure the journey for the person living with dementia is smooth and stress free throughout our Trust
- Ensuring that persons living with dementia are given all opportunities to communicate their wants and wishes and be involved in decision making via any means of communication possible. Where necessary it should be ensured that advice is sought from Speech and Language Therapists to provide specialist communication support/interventions
- Sourcing information from external agencies for persons living with dementia, their families and caregivers to assist informed decision making about current care needs and future planning
- Utilising the Carer Support Plan as an effective tool for communication between staff and carers who are staying on the ward to provide support for the person living with dementia



## COMMITMENT FIVE: PARTNERSHIP WORKING

We will work collaboratively with external organisations to provide individualised care for persons living with dementia ensuring support is available both for them as a patient and their families/caregivers.

### We will promote partnership working by:

- Establishing a stronger relationship with the Alzheimer's Society in order to refer from hospital based services on to other available relevant services
- Re-establishing Dementia Café mornings with a view to joint hosting with the Alzheimer's Society
- Liaising with the Barking, Havering and Redbridge Clinical Commissioning Group with regards to the wider community training provision
- Exploring support forums for families and caregivers by way of external partners providing regular information events on Trust Premises and establish a Dementia Working Group
- Promoting awareness of the availability of Carer Assessments



Remember the **me** in dementia

## COMMITMENT SIX: END OF LIFE CARE

We will promote a dignified and supportive environment for the person living with dementia, their families and caregivers, at the end of their life.

### We will achieve dignified and supportive end of life care by:

- Promoting advanced care planning
- Ensuring our healthcare professionals have the right skills, knowledge and confidence to support open and honest conversations between persons living with dementia, their families and caregivers
- Providing regular staff opportunities to discuss end of life care with persons living with dementia, their families and caregivers
- Exploring with the tri-borough local authorities how we can work collaboratively to create the right place for persons with dementia to die that encompasses appropriate end of life care and support for their families and caregivers



## IMPLEMENTING THE TRUST'S DEMENTIA STRATEGY

Each of the commitments will be individually owned and operationally progressed by Trust professionals who have experience and/or a special interest in that area. An overarching, detailed action plan will be aligned to the strategy identifying how these commitments will be achieved.

Delivery of this strategy will be overseen by the Dementia Steering Group, who will be responsible for monitoring the progress of the overall delivery of the identified actions. Progress will be reported to the Trust's Dementia Steering Group and the Trust's Safeguarding Strategic & Assurance Group bi-annually.

## CONCLUSION

In summary, this Strategy provides a framework that will ensure a cohesive approach to the continued development of services that are relevant to and meet the individual needs of people with dementia when receiving care in the Trust's hospitals. Effectively implemented it will move the organisation closer to the achievement of its ultimate vision:

*To provide person-centred care that preserves dignity and supports the person living with dementia, their family and caregivers.*

*We will be a Dementia Friendly Trust providing environments that promote a positive experience for the person living with dementia across our acute services.*

## REFERENCES

Dementia Action Alliance (2015), Dementia-Friendly Hospital Charter (Updated in 2018)

Dementia Statistics Hub (2018)

Department of Health (2017), Dementia Assessment & Improvement Framework

Department of Health (2009), National Dementia Strategy

Department of Health (2015), The Prime Minister's Challenge on Dementia 2020

NHS England (2009), The Well Pathway for Dementia

NHS England (2018), 10 Year NHS Plan

NICE (2018) Dementia: Assessment, Management and Support for People Living with Dementia and their Carers

## WITH THANKS

The Director of Nursing, Safeguarding & Harm Free Care and the Dementia Team would like to thank everyone who has contributed to the development of this strategy.





With thanks to the Director of Nursing and Quality, Blackpool Teaching Hospitals NHS Foundation Trust for agreeing to share the powerful *"remember the me in dementia"* strap line.

Thank you to My Improvement Network for printing the strategy.

**This document is available in alternative formats on request. Please contact:**

**The Chief Nurse's Office  
Trust Headquarters  
Queen's Hospital  
Rom Valley Way  
Romford  
RM7 0AG**

**01708 435000**