

# **National Audit of Dementia**

## **Care in general hospitals 2018-2019**



**Norfolk and Norwich University Hospital**  
**Norfolk and Norwich University Hospital Trust**  
**Local report**

## Authors

This report was prepared by Chloë Hood, Aimee Morris, Samantha Ofili, Jhermaine Capistrano and Jessica Butler.

Content is advised and approved by all members of the Steering Group. Please see our website for full details of the [Steering Group members](#) and the [Project Team](#).

## Partner Organisations

Age UK  
Alzheimer's Society  
British Geriatrics Society (BGS)  
John's Campaign  
National Dementia Action Alliance (NDAA)  
Royal College of Nursing (RCN)  
Royal College of Physicians (RCP)

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- The participants in the Service User Review Panels held following Round 3, for their contribution to the content of Round 4 (a report on the panel discussions is on our [website](#)).
- All the members of the [Steering Group](#) and especially our Chair, Peter Crome.

## Artwork

Cover design features A Walk in the Country by Harry Bridgman. All entries in the NAD art prize can be seen on our [website](#). We would like to thank all entrants for sending us their impressive work and permitting us to display it.

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# Introduction

## Background

The National Audit of Dementia (NAD) care in general hospitals examines aspects of care received by people with dementia in general hospitals in England and Wales. The audit is commissioned by the Healthcare Quality Improvement Partnership on behalf of NHS England/NHS Improvement and the Welsh Government, as part of the National Clinical Audit Programme. The audit is managed by the Royal College of Psychiatrists in partnership with:

- Age UK
- Alzheimer’s Society
- British Geriatrics Society (BGS)
- John’s Campaign
- National Dementia Action Alliance (NDAA)
- Royal College of Nursing (RCN)
- Royal College of Physicians (RCP)

## Data collection

Round 4 of NAD collected data between April and October 2018. The audit was open to all general acute hospitals in England and Wales providing acute services on more than one ward which admit adults over the age of 65. In England and Wales, 195 hospitals (97% of eligible hospitals) took part in this round, a list of participating hospitals is on our [website](#).

Participating hospitals were asked to complete:

- A hospital level organisational checklist
- A retrospective casenote audit with a minimum target of 50 sets of patient notes
- A survey of carer experience of quality of care
- A staff questionnaire on providing care and support to people with dementia

**Table 1:** National and your hospital’s data received in Round 4 of the audit

Tool	National	Your hospital
Organisational checklist	195	1
Casenotes	9782	50
Staff questionnaires	14154	110
Carer questionnaires	4736	22

## Audit standards

The NAD measures the performance of general hospitals against standards relating to care delivery which are known to impact upon people with dementia while in hospital. These standards are derived from national and professional guidance, including NICE Quality Standards and guidance, the Dementia Friendly Hospitals charter, and reports from Alzheimer’s Society, Age UK and Royal Colleges. A full list of these standards and associated references can be found in the ‘Round 4 resources’ section on the NAD [website](#).

## How the findings are presented

This local report contains a full presentation of your results for Round 4 of the NAD alongside the national results from all participating hospitals. If your hospital participated in Round 3, these results are also shown where applicable.

The national data and data from your hospital are presented in three ways in this report:

1. Key findings, scores and recommendations from this round's National Report
2. A full breakdown of your data by audit theme
3. Staff suggestions and carer comments for your hospital

Hospitals which submitted less than five carer or staff questionnaires have not received any data in their local report in order to protect anonymity. Hospitals which submitted five to nine of either questionnaire have not received the demographic information for that questionnaire.

## Key findings

This section of the report presents some of the data and recommendations associated with the key findings in Round 4. For local reporting, we have included graphical representations of data related to the key findings to allow for comparison between your hospital and the national results. Each figure shows the national mean average results next to the data for your hospital to allow for easy comparison. All percentages have been rounded up to a whole number which means some results may calculate to just under or over 100%. The national averages include data collected from 195 hospitals across England and Wales. Null responses were not included at both national and hospital level, therefore sample sizes can differ between questions from the same tool.

The exact sample sizes for both the national sample and the sample for your hospital are presented in the graphs. Very low sample sizes (below ten) should be interpreted with caution.

# National key findings

Shown below are the five key findings derived from the national data set for the fourth round of the National Audit of Dementia.

**58%** of casenotes had an **initial assessment or delirium noted** on admission



**Personal information** collected in casenotes to support care:



**36%** noted factors which cause distress



**32%** noted actions which could calm or reassure

**53%** of hospitals were able to submit data on the number of staff who had received Tier 1/informed **dementia awareness training**



Trusts/Health Boards can identify the proportion of people with dementia who experience:



**inpatient falls**  
**64%**

of Trusts/Health Boards



**delayed discharges**  
**40%** of

Trusts/Health Boards



**re-admissions**  
**37%** of

Trusts/Health Boards

Overall, many results show **improvements** from those reported in Round 3 (2017).



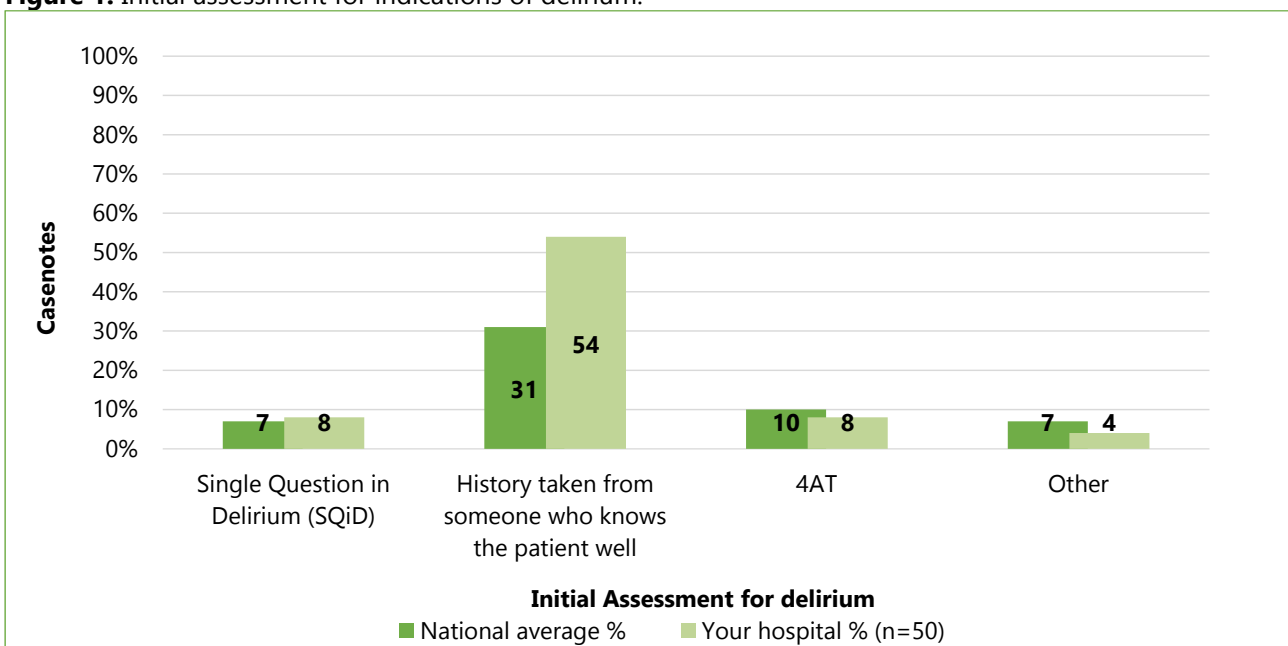


# Key findings and your hospital

## Key finding: assessments for delirium

Effective prevention, diagnosis and management of delirium in people with dementia admitted to hospital is essential. People with dementia are at considerable risk of developing delirium<sup>1</sup>. When delirium is superimposed on dementia, it can be challenging to distinguish<sup>2</sup>. As a result, it is important that hospitals have robust mechanisms in place for identifying indications of delirium in people with dementia.

**Figure 1:** Initial assessment for indications of delirium.



**NB:** 2 patient(s) had delirium noted on admission and were also considered to have an initial assessment for indications of delirium.

(See [Q21 CA](#) in Assessment data tables for your hospital comparison to Round 3)

[NICE guidelines for delirium](#)<sup>1</sup> specify that when indications of delirium are identified a clinical assessment should be carried out to confirm diagnosis.

**Table 2:** Full assessment for delirium

	National average %	Your hospital %
Initial assessment for indications of delirium	58% (n=9147)	62% (n=50)
Clinical assessment following indications of delirium	66% (n=2458)	25% (n=16)

**NB:** 0 patient(s) was/were not included in the initial assessment figure as they went straight to assessment. Those who could not be assessed for recorded reasons were excluded from the clinical assessment figure.

## Key recommendations: Delirium

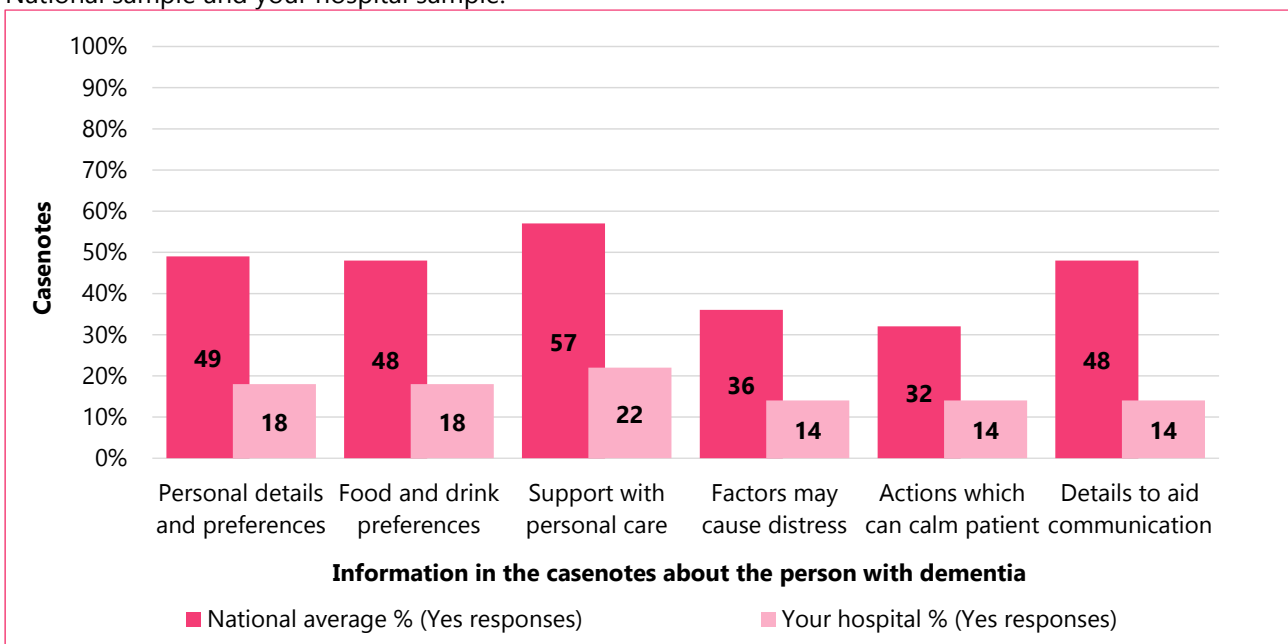
**Medical Directors and Directors of Nursing** should ensure that people with dementia admitted as an emergency are assessed for delirium using a standardised tool such as the 4AT or Confusion Assessment Method (CAM) (NICE CG 103 1.2)<sup>1</sup> and consider the symptom of pain as a contributory factor.

## Key finding: personal information collected to support care

Details recorded about the person with dementia should help staff to understand and anticipate their needs and involve them in decisions about their care. Nearly all hospitals (97%, 190/195) said that they had a formal system in place for collecting personal information (99%, Round 3). This included documents such as [This is Me](#)<sup>3</sup>, [Forget-me-Not](#)<sup>4</sup> and the [Butterfly Scheme](#)<sup>5</sup>.

When looking at casenotes of people with dementia, 61% (5955/9782) contained this type of information, a slight increase from Round 3 (57%). However, not all the information relevant to providing care was consistently collected (Figure 2).

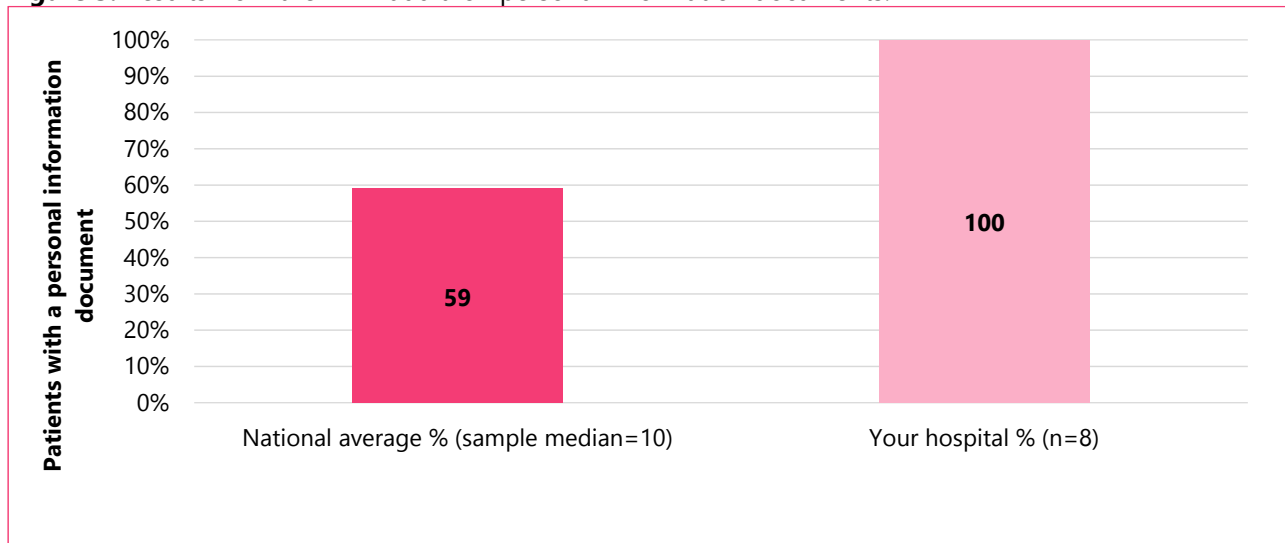
**Figure 2:** Percentage of casenotes where information about the person with dementia had been collected. National sample and your hospital sample.



(See [Q23a-f CA](#) in Information and Communication data tables for your hospital comparison to Round 3 and sample sizes)

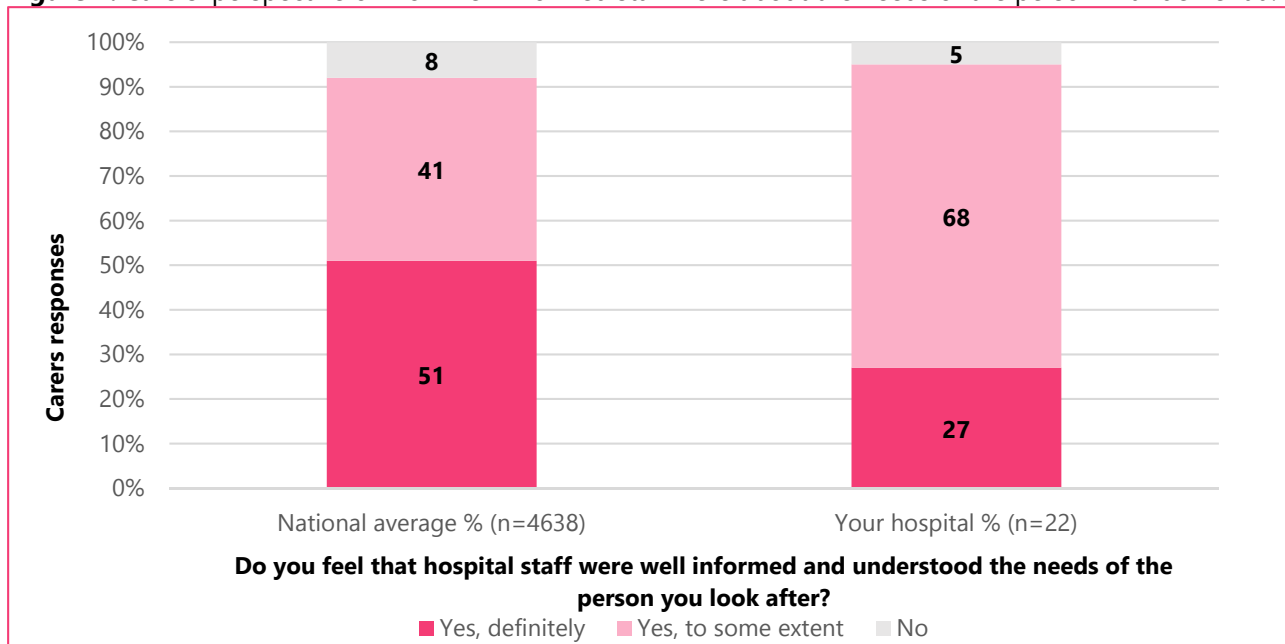
A patient's casenotes may not always provide an accurate record of whether personal information is available to staff. In Rounds 3 and 4 of the audit, hospitals were asked to complete a mini audit on the three wards with the highest admissions of patients with dementia. Hospitals audited a total of 10 patients, checking to see if a personal information document was present at the bed side or in the daily notes folder. Figure 4 shows the percentage of patient casenotes which were checked and had a personal information document.

**Figure 3:** Results from the 'mini audit' on personal information documents.



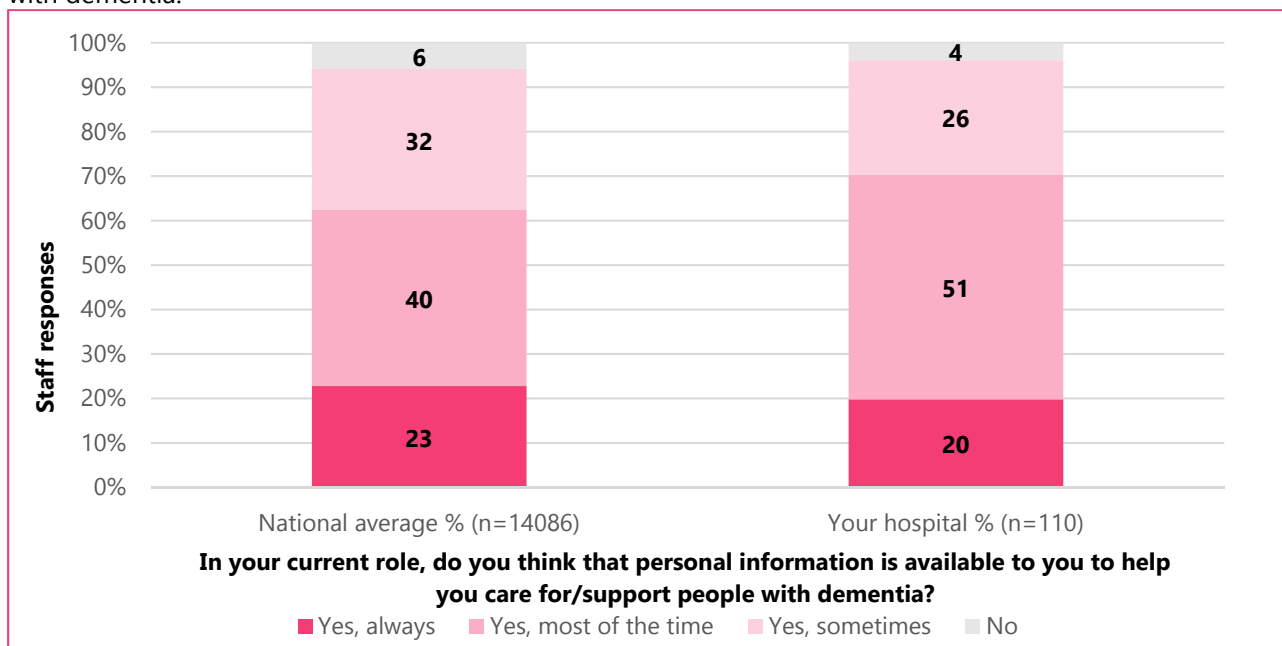
(See [Q15b OC](#) in Information and Communication data tables for your hospital comparison to Round 3)

**Figure 4:** Carers' perspective on how well informed staff were about the needs of the person with dementia.



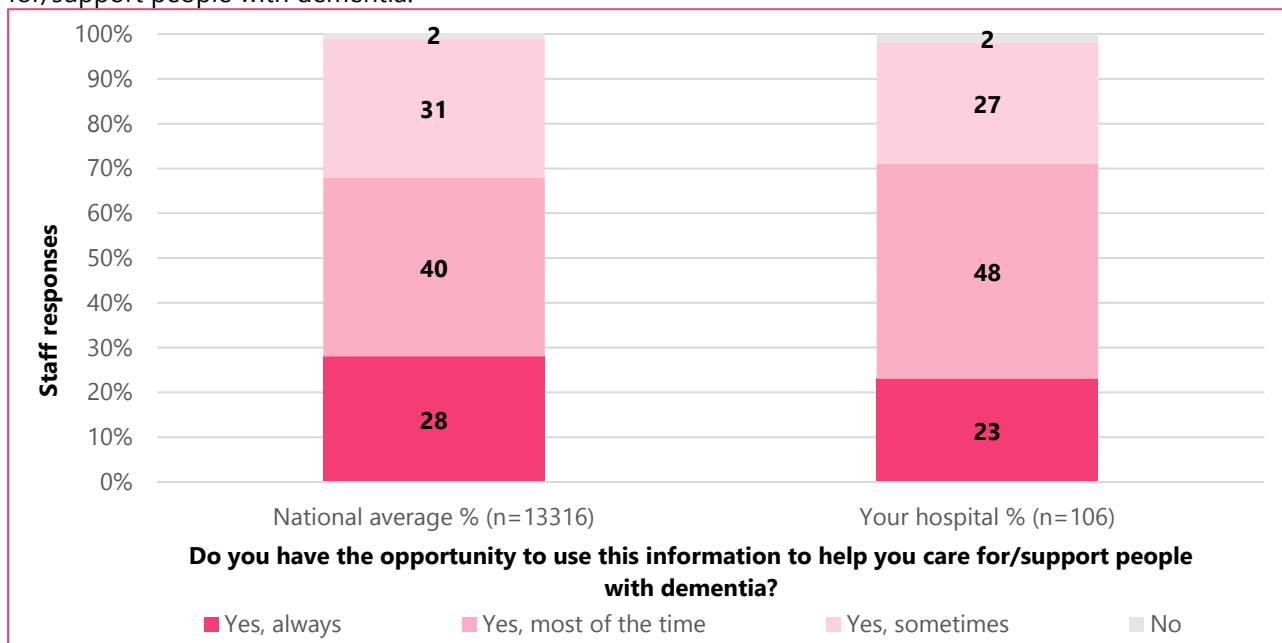
(See [Q1 CQ](#) in Information and Communication data tables for your hospital comparison to Round 3)

**Figure 5:** Staff perspective on the availability of personal information to help them care for/support people with dementia.



(See [Q3 SQ](#) in Information and Communication data tables for your hospital comparison to Round 3)

**Figure 6:** Staff perspective on the opportunity to use personal information when available to help them care for/support people with dementia.



(See [Q3a SQ](#) in Information and Communication data tables for your hospital comparison Round 3)

## Key recommendation: Personal information

**Directors of Nursing** should ensure that initial routine assessment of people with dementia includes:

- Information about factors that can cause distress or agitation
- Steps that can be taken to prevent these

## Key finding: dementia awareness training

The Alzheimer's Society's Fix Dementia Care hospitals campaign<sup>6</sup> and the Dementia Friendly Hospital Charter (2018)<sup>7</sup> state that all hospitals should publish reports which monitor dementia training among staff. We asked how many staff were provided with training in at least Tier 1/informed dementia awareness during a one-year period. Staff training data is still not being consistently recorded so it is not possible to calculate the proportion of dementia trained staff in hospitals. On a national level only 53% of hospitals were able to provide any figures on the proportion of staff trained.

**Table 3:** Number of staff equipped with at least Tier 1/basic awareness training between 1<sup>st</sup> April 2017 and 31<sup>st</sup> March 2018.

	National average (Interquartile range)	Your hospital
Number of staff equipped with at least tier 1/basic awareness training identified at <b>Trust level</b> (n=151)	2128 (754-3015)	628
Number of staff equipped with at least tier 1/basic awareness training identified at <b>hospital level</b> (n=104)	1100 (433-1238)	628
Total number of adult beds excluding maternity and mental health beds at 31 <sup>st</sup> March 2018 at hospital level (n=195)	506 (325-650)	910

The staff questionnaire also collected data on training formats, staff preparedness, and the level of staff who received training (Tables 3 and 4 and Figure 7).

**Table 4:** Proportion of staff reporting that they received some form of dementia training from the hospital they currently work at and what form of training(s)

	National average % (n= 13407)	Your hospital % (n=103)
eLearning	52%	51%
Workbook	8%	8%
Workshop/study day	55%	52%
Higher education module	5%	6%
Other form of training	8%	11%
Did not receive dementia training	10%	10%

(See [Q2 SQ](#) in Staffing and Training data tables for your hospital comparison to Round 3)

**Figure 7:** Staff response on level of preparedness following training provided by their current hospital.



(See [Q2a SQ](#) in Staffing and Training data tables for your hospital comparison to Round 3)

### Key recommendation: Dementia awareness training

**Trust Chief Executive Officer** should demonstrate that all staff providing care for people with dementia receive mandatory dementia training at a level (Tier 1, 2, 3) appropriate to their role and that:

- Delirium and its relationship to dementia is included in the training
- Information about the number of staff who received dementia training is recorded
- The proportion of staff who have received dementia training is included in the annual Quality Account Report



## Key finding: Trust/Health Boards involvement in dementia care

More Trust/Health Boards can identify the patient population with dementia, when reviewing collated information on patient safety indicators. Although there have been notable increases, less than half of Trust/Health Boards were able to identify patients with dementia when reviewing readmissions and delayed discharges.

**Table 5:** Trust/Health Board involvement when reviewing information.

Health boards can identify patients with dementia when looking at information about:	Round 4 (National n=195)	Round 3 (National n=199)	Round 2 (National n=210)	Round 1 (National n=210)
Your hospital in-hospital falls	Yes (64%)	Yes (60%)	Yes (47%)	Yes (31%)
Your hospital delayed discharges	Yes (40%)	Yes (32%)	Yes (35%)	No (20%)
Your hospital re-admissions	Yes (37%)	Yes (32%)	Yes (28%)	No (8%)

### Key recommendation: Trust/Health Boards involvement in dementia care

**Trust Executive Directors** should ensure that information is presented to the Board which clearly identifies the proportion of people with dementia within reporting on patients who experience:

- A fall during their admission
- A delay to their discharge
- Readmission within 30 days of discharge

## Key finding: overall improvement in care in general hospitals

Overall, Round 4 results show slight improvements from those reported in Round 3 (2017). Average hospital scores across England and Wales have increased across all 7 scoring items since Round 3.

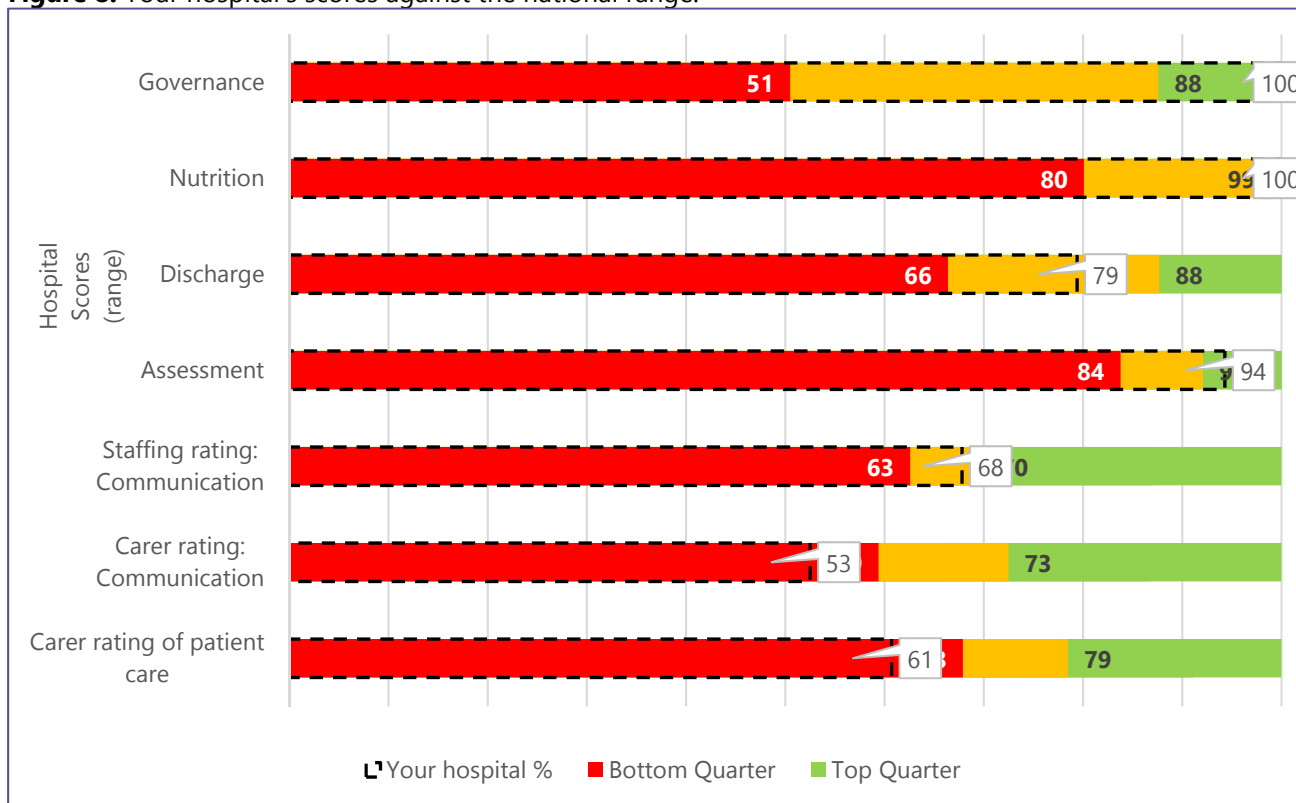
Below is the breakdown of your hospital's scores and rankings according to the 7 scoring items explored in the NAD. These scores are shown in comparison with both the average national score and your hospital score and ranking from Round 3 of the audit. Scores are derived from separate data sources and should be viewed independently. A hospital's highest score may not reflect its area of greatest achievement, if it is a theme in which all hospitals have scored highly. The method for the scoring can be found on the audit [website](#).

**Table 6:** Your hospital's scores and rankings

Scoring	National Score Round 4	Your hospital score Round 4	Your hospital rank Round 4 (out of)	Your hospital score Round 3	Your hospital rank Round 3 (out of)
Governance	<b>68%</b>	<b>100</b>	1 (195)	<b>90.6</b>	28 (199)
Nutrition	<b>89%</b>	<b>100</b>	1 (195)	<b>100</b>	1 (199)
Discharge	<b>76%</b>	<b>79.4</b>	84 (191)	<b>81.6</b>	60 (195)
Assessment	<b>87%</b>	<b>94.3</b>	28 (191)	<b>86.3</b>	80 (195)
Staff rating communication	<b>66%</b>	<b>67.8</b>	73 (182)	<b>67.7</b>	56 (182)
Carer rating: communication	<b>66%</b>	<b>52.5</b>	129 (141)	<b>52.2</b>	134 (148)
Carer rating of patient care	<b>73%</b>	<b>60.7</b>	130 (141)	<b>62.9</b>	121 (148)

**NB:** To receive a full set of scores hospitals were required to provide: 1 complete organisational checklist; More than 19 casenotes; 20 or more eligible staff questionnaires; 10 or more carer questionnaires (hospitals with fewer than the required number were unable to be scored for the carer rating of patient care)

**Figure 8:** Your hospital's scores against the national range.



The dashed bar and call-out box indicate your hospital score for each scoring item. The middle section (yellow) represents the interquartile range where 50% of hospitals have scored. The cut off values for the interquartile range are indicated on each bar. If your hospital score is in the top quarter (green), your score is in the top 25% of scores. The bottom quarter (red) represents the lowest 25% of scores.

**Key recommendation:**

**Trust/Health Boards and their Chief Executive Officers** should:

- Work to implement these recommendations by World Alzheimer’s Day 2020
- Publish progress made on implementing dementia recommendations in an annual Trust statement on dementia care
- Include other dementia friendly hospital initiatives, such as self-assessment based on the Dementia Action Alliance 2018 charter<sup>7</sup>

# Data breakdown by audit theme

Audit standards are measured across the audit tools. Therefore, data submitted are presented thematically, with data from different tools presented together.

## 1. Carer rating of patient care

Data from the carer questionnaire. This looks at how carers would rate the care received by the person they look after during the hospital stay.

## 2. Assessment

Data from the casenote audit. This looks at whether people with dementia admitted to hospital have received a comprehensive assessment, and how well each element of assessment is carried out.

## 3. Information and communication

Data from the organisational checklist, casenote audit, staff and carer questionnaires. This looks at communication systems in use in the hospital, evidence of their use in casenotes and presents feedback from carers and staff about the quality of communication.

## 4. Staffing and training

Data from the organisational checklist, staff questionnaire and carer questionnaire. This looks at staffing provision, the extent of training delivery in hospitals and presents feedback from staff on training quality.

## 5. Nutrition

Data from the organisational checklist and staff questionnaire. This looks at whether hospitals have services that provide for the needs of people with dementia and presents feedback from staff on service quality.

## 6. Discharge

Data from the organisational checklist and casenote audit. This looks at the extent of planning for discharge from hospital for people with dementia and whether they and their carers are adequately informed.

## 7. Governance

Data from the organisational checklist, staff questionnaire and carer questionnaire. This looks at the involvement of hospital leads and the Executive Board in leading, planning and monitoring care, review of the environment and carer engagement.

## Data tables in audit theme chapters

**Table 7:** Explanation of how data tables are presented in audit theme chapters

Question number, tool and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
Round 4 question number and audit tool that item appears in	Wording of question as in Round 4 tool	% (Interquartile Range*) (Num/Den) This refers to all hospitals from England and Wales that participated in Round 4 of the audit	% (Num/Den) Data for your hospital from Round 4	% (Num/Den) If the same question or a similar question was asked in Round 3, we have provided your Round 3 data for comparison

\* For casenote audit questions only.

Audit tool abbreviations shown with the question number will come from 1 of the 4 audit tools used in Round 4:

- OC – Organisational Checklist
- CA – Casenote Audit
- SQ – Staff Questionnaire
- CQ – Carer Questionnaire

We have provided:

- Percentage 'yes' response (unless otherwise indicated)
- Numerator/denominator (num/den).

The denominator will change throughout the report, depending on:

- Whether questions were routed (not asked in some instances)
- 'N/A' responses chosen (these have been excluded from the analyses)
- Staff and carers did not respond to a question.

When comparing Round 3 data with Round 4 data, please be aware that differences in sample sizes and slight wording changes to some questions, can affect results in both rounds. Comparison of the data should be made with caution.



## Carer Rating of Patient Care

Items presented in this section are from the carer questionnaire. The questions ask about carer opinion on patient care.

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
8 CQ	Rating of the care received by the person they care for during the hospital stay			
	Excellent	<b>38.2%</b> (1798/4704)	<b>23.8%</b> (5/21)	<b>19.4%</b> (6/31)
	Very good	<b>33.6%</b> (1580/4704)	<b>19%</b> (4/21)	<b>48.4%</b> (15/31)
	Good	<b>15.8%</b> (745/4704)	<b>38.1%</b> (8/21)	<b>6.5%</b> (2/31)
	Fair	<b>8.5%</b> (402/4704)	<b>14.3%</b> (3/21)	<b>16.1%</b> (5/31)
	Poor	<b>3.8%</b> (179/4704)	<b>4.8%</b> (1/21)	<b>9.7%</b> (3/31)
9 CQ	Likelihood to recommend the service to friends and family if they needed similar care or treatment			
	Extremely likely	<b>46.1%</b> (2126/4608)	<b>28.6%</b> (6/21)	<b>33.3%</b> (10/30)
	Likely	<b>34.1%</b> (1571/4608)	<b>42.9%</b> (9/21)	<b>36.7%</b> (11/30)
	Neither likely nor unlikely	<b>12%</b> (551/4608)	<b>14.3%</b> (3/21)	<b>13.3%</b> (4/30)
	Unlikely	<b>4.4%</b> (205/4608)	<b>14.3%</b> (3/21)	<b>3.3%</b> (1/30)
	Extremely unlikely	<b>3.4%</b> (155/4608)	<b>0%</b> (0/21)	<b>13.3%</b> (4/30)
10 CQ	Satisfaction with the support <b>they</b> received from this hospital to help them in their role as a carer			
	Very satisfied	<b>53.8%</b> (2354/4377)	<b>30%</b> (6/20)	<b>51.9%</b> (14/27)
	Somewhat satisfied	<b>32.4%</b> (1420/4377)	<b>55%</b> (11/20)	<b>22.2%</b> (6/27)
	Somewhat dissatisfied	<b>9.4%</b> (413/4377)	<b>15%</b> (3/20)	<b>11.1%</b> (3/27)
	Very dissatisfied	<b>4.3%</b> (190/4377)	<b>0%</b> (0/20)	<b>14.8%</b> (4/27)



# Assessment

Items presented in this theme are from the casenote audit and refer to assessments completed upon or during admission. Assessments completed for discharge can be found in the discharge theme chapter.

## Multidisciplinary assessment

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
14 CA	Assessment of mobility performed by a healthcare professional	<b>93.7%</b> (96.2, 92-98) (8451/9024)	<b>97.8%</b> (44/45)	<b>97.7%</b> (42/43)
15 CA	Assessment of nutritional status performed by a healthcare professional	<b>92.5%</b> (94.3, 90-98) (8824/9538)	<b>100%</b> (49/49)	<b>100%</b> (50/50)
15a CA	(If Q15=Yes) The assessment of nutritional status includes recording of BMI (Body Mass Index) or weight			
	Yes, there is a recording of the patient's BMI or weight	<b>85.1%</b> (91.95, 77-98) (7506/8824)	<b>83.7%</b> (41/49)	<b>84%</b> (42/50)
	Other action taken	<b>3.2%</b> (0, 0-4) (281/8824)	<b>14.3%</b> (7/49)	<b>12%</b> (6/50)
16 CA	Formal pressure ulcer risk assessment carried out and score recorded	<b>95.7%</b> (98, 94-100) (9362/9782)	<b>100%</b> (50/50)	<b>100%</b> (50/50)
17 CA	Patient asked about any continence needs	<b>89.1%</b> (95.1, 85-99) (8429/9457)	<b>98%</b> (49/50)	<b>100%</b> (49/49)
18 CA	Patient assessed for the presence of any pain	<b>85.4%</b> (91.75, 79-98) (8201/9600)	<b>100%</b> (50/50)	<b>88%</b> (44/50)
19 CA	Assessment of functioning			
	Standardised assessment	<b>52.1%</b> (52.9, 25-78) (4795/9199)	<b>75%</b> (36/48)	<b>4.7%</b> (2/43)
	Occupational therapy assessment	<b>43.6%</b> (43.35, 27-60) (4015/9199)	<b>60.4%</b> (29/48)	<b>86%</b> (37/43)
	Physiotherapy assessment	<b>55.6%</b> (58.3, 36-73) (5115/9199)	<b>72.9%</b> (35/48)	
	Yes, other	<b>7.6%</b> (2.8, 0-8) (697/9199)	<b>16.7%</b> (8/48)	<b>2.3%</b> (1/43)
	Yes (all options)	<b>91.2%</b> (94.8, 86-98) (8390/9199)	<b>93.8%</b> (45/48)	<b>93%</b> (40/43)

## Mental state assessment

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
20 CA	Cognitive testing using a validated structured instrument carried out	<b>54.3%</b> (53.05, 37-73) (4603/8475)	<b>50%</b> (22/44)	<b>22.9%</b> (11/48)
21 CA	Screening assessments carried out to assess for recent changes or fluctuation in behaviour that may indicate the presence of delirium			
	Single Question in Delirium (SQiD)	<b>7.3%</b> (1.35, 0-6) (710/9753)	<b>8%</b> (4/50)	New to Round 4
	History taken from someone who knows the patient well in which they were asked about any recent changes in cognition/behaviour	<b>30.5%</b> (25.9, 14-44) (2977/9753)	<b>54%</b> (27/50)	
	4AT	<b>10%</b> (4.15, 2-10) (978/9753)	<b>8%</b> (4/50)	
	Other	<b>7%</b> (3.9, 0-8) (680/9753)	<b>4%</b> (2/50)	
Combined	<b>49.7%</b> (4851/9760)	<b>62%</b> (31/50)	<b>24%</b> (12/50)	
21a CA	Initial assessment above found evidence that delirium may be present	<b>50.8%</b> (53.8, 40-67) (2455/4832)	<b>58.1%</b> (18/31)	<b>18%</b> (9/50)
	Initial assessment above found no evidence of delirium	<b>49.2%</b> (46.2, 33-60) (2377/4832)	<b>41.9%</b> (13/31)	<b>6%</b> (3/50)
22 CA	<b>A healthcare professional</b> (trained and competent in the diagnosis of delirium) completed an assessment for delirium			
	4AT	<b>9.4%</b> (4.6, 0-12) (621/6623)	<b>3.2%</b> (1/31)	<b>66.7%</b> (6/9)
	Confusion Assessment Method (CAM) – short or long form	<b>5.3%</b> (0, 0-6) (351/6623)	<b>0%</b> (0/31)	
Other	<b>14.9%</b> (9.4, 2-20) (988/6623)	<b>9.7%</b> (3/31)		
22a CA	Diagnosis of delirium confirmed	<b>80.5%</b> (83.3, 67-98) (1524/1892)	<b>100%</b> (4/4)	New to Round 4





# Information and Communication

Items presented in this theme are from the organisational checklist, casenote audit, staff questionnaire and carer questionnaire. The questions relate to personal information collected about people with dementia, communication between staff members and communication between staff and carers.

## Using personal information to improve care

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
13 OC	There is a formal system (pro-forma or template) in place in the hospital for gathering information pertinent to caring for a person with dementia	<b>97.4%</b> (190/195)	<b>Yes</b>	<b>Yes</b>
Information collected by the pro-forma includes:				
13a OC	Personal details, preferences and routines	<b>100%</b> (190/190)	<b>Yes</b>	<b>Yes</b>
13b OC	Reminders or support with personal care	<b>99.5%</b> (189/190)	<b>Yes</b>	<b>Yes</b>
13c OC	Recurring factors that may cause or exacerbate distress	<b>99.5%</b> (189/190)	<b>Yes</b>	<b>Yes</b>
13d OC	Support or actions that can calm the person if they are agitated	<b>98.9%</b> (188/190)	<b>Yes</b>	<b>Yes</b>
13e OC	Life details which aid communication	<b>99.5%</b> (189/190)	<b>Yes</b>	<b>Yes</b>
13f OC	How the person with dementia communicates with others/understands communication	<b>97.4%</b> (185/190)	<b>Yes</b>	<b>Yes</b>

## Availability of personal information

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
23 CA	The care assessment contains a section dedicated to collecting information from the carer, next of kin or a person who knows the patient well	<b>60.9%</b> (61.85, 36-92) (5955/9784)	<b>98%</b> (49/50)	<b>100%</b> (50/50)
Information collected about:				
Personal details, preferences and routines				
23a CA	Yes	<b>49.4%</b> (55.2, 34-75) (2889/5851)	<b>18.4%</b> (9/49)	<b>6%</b> (3/50)
	Unknown	<b>31.1%</b> (14.3, 0-42) (1819/5851)	<b>81.6%</b> (40/49)	<b>94%</b> (47/50)
Food and drink preferences				
23b CA	Yes	<b>48.1%</b> (55.6, 30-74) (2810/5845)	<b>18.4%</b> (9/49)	<b>2%</b> (1/50)

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
	Unknown	<b>30.80%</b> (15, 0-42) (1800/5845)	<b>81.6%</b> (40/49)	<b>98%</b> (49/50)
23c CA	Reminders or support with personal care			
	Yes	<b>56.8%</b> (64, 39-82) (3326/5852)	<b>22.4%</b> (11/49)	<b>4%</b> (2/50)
	Unknown	<b>28.3%</b> (9.4, 0-42) (1654/5852)	<b>77.6%</b> (38/49)	<b>96%</b> (48/50)
23d CA	Recurring factors that may cause or exacerbate distress			
	Yes	<b>36.1%</b> (38.3, 20-58) (2101/5822)	<b>14.3%</b> (7/49)	<b>2%</b> (1/50)
	Unknown	<b>35.1%</b> (17.5, 0-50) (2041/5822)	<b>81.6%</b> (40/49)	<b>98%</b> (49/50)
23e CA	Support or actions that can calm the person if they are agitated			
	Yes	<b>31.8%</b> (30, 17-50) (1841/5794)	<b>14.3%</b> (7/49)	<b>2%</b> (1/50)
	Unknown	<b>36.0%</b> (18.9, 0-51) (2085/5794)	<b>81.6%</b> (40/49)	<b>98%</b> (49/50)
23f CA	How the person with dementia communicates with others/understands communication			
	Yes	<b>47.7%</b> (51.9, 33-74) (2784/5838)	<b>14.3%</b> (7/49)	<b>2%</b> (1/50)
	Unknown	<b>31.3%</b> (15.8, 0-43) (1825/5838)	<b>83.7%</b> (41/49)	<b>98%</b> (49/50)
14 OC	(If Q13=Yes) The form prompts staff to approach carers or relatives to collate necessary information	<b>94.2%</b> (179/190)	<b>Yes</b>	<b>Yes</b>
15 OC	Documenting use of personal information in practice: Hospitals selected three adult inpatient wards which had the highest admissions of people with dementia. Ten patients in these wards were checked to see if the personal information document was present. Included were patients with dementia who needed a personal information document such as "This is Me"			
15a OC	Number of patients checked		<b>8</b>	<b>10</b>
	Range	<b>0-33</b>	N/A	N/A
	Mean	<b>10</b>		
15b OC	Number of these patients where the information was present		<b>8</b>	<b>9</b>
	Percentage of patients where the information was present	<b>59.4%</b>	<b>100%</b>	<b>90%</b>
	Range	<b>0-20</b>	N/A	N/A
	Mean	<b>6</b>		

## Involvement of carers and people with dementia

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
5 CQ	Kept clearly informed about care and progress during the hospital stay			
	Yes, definitely	<b>45.9%</b> (2115/4609)	<b>13.6%</b> (3/22)	<b>22.6%</b> (7/31)
	Yes, to some extent	<b>38.5%</b> (1776/4609)	<b>59.1%</b> (13/22)	<b>48.4%</b> (15/31)
	No	<b>15.6%</b> (718/4609)	<b>27.3%</b> (6/22)	<b>29%</b> (9/31)
6 CQ	Involved as much as you wanted to be in decisions about care			
	Yes, definitely	<b>51.1%</b> (2317/4535)	<b>47.4%</b> (9/19)	<b>43.3%</b> (13/30)
	Yes, to some extent	<b>34.8%</b> (1577/4535)	<b>31.6%</b> (6/19)	<b>30%</b> (9/30)
	No	<b>14.1%</b> (641/4535)	<b>21.1%</b> (4/19)	<b>26.7%</b> (8/30)
18 OC	The dementia lead or dementia working group collates feedback from carers on the written and verbal information provided to them	<b>70.3%</b> (137/195)	<b>Yes</b>	<b>Yes</b>
7 CQ	Hospital staff asked about the needs of the person to help plan their care			
	Yes, definitely	<b>48.3%</b> (2193/4545)	<b>30%</b> (6/20)	<b>29%</b> (9/31)
	Yes, to some extent	<b>34.3%</b> (1561/4545)	<b>45%</b> (9/20)	<b>45.2%</b> (14/31)
	No	<b>17.4%</b> (791/4545)	<b>25%</b> (5/20)	<b>25.8%</b> (8/31)
1 CQ	Hospital staff were well informed and understood the needs of the person			
	Yes, definitely	<b>51.1%</b> (2368/4638)	<b>27.3%</b> (6/22)	<b>45.2%</b> (14/31)
	Yes, to some extent	<b>40.7%</b> (1888/4638)	<b>68.2%</b> (15/22)	<b>41.9%</b> (13/31)
	No	<b>8.2%</b> (382/4638)	<b>4.5%</b> (1/22)	<b>12.9%</b> (4/31)
2 CQ	Hospital staff delivered high quality care that was appropriate to the needs of the person			
	Yes, definitely	<b>58.7%</b> (2728/4649)	<b>40.9%</b> (9/22)	<b>51.6%</b> (16/31)
	Yes, to some extent	<b>33.8%</b> (1571/4649)	<b>45.5%</b> (10/22)	<b>35.5%</b> (11/31)
	No	<b>7.5%</b> (350/4649)	<b>13.6%</b> (3/22)	<b>12.9%</b> (4/31)
4 CQ	The person was treated with respect by hospital staff			
	Yes, definitely	<b>77.5%</b> (3598/4640)	<b>72.7%</b> (16/22)	<b>77.4%</b> (24/31)
	Yes, to some extent	<b>20.2%</b> (939/4640)	<b>27.3%</b> (6/22)	<b>19.4%</b> (6/31)
	No	<b>2.2%</b> (103/4640)	<b>0%</b> (0/22)	<b>3.2%</b> (1/31)

## Staff communication

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
3 SQ	Personal information is available to help care for/support people with dementia			
	Yes, always	<b>22.5%</b> (3171/14086)	<b>20%</b> (22/110)	<b>16.7%</b> (17/102)
	Yes, most of the time	<b>39.5%</b> (5557/14086)	<b>50.9%</b> (56/110)	<b>48%</b> (49/102)
	Yes, sometimes	<b>31.7%</b> (4467/14086)	<b>25.5%</b> (28/110)	<b>32.4%</b> (33/102)
	No	<b>6.3%</b> (891/14086)	<b>3.6%</b> (4/110)	<b>2.9%</b> (3/102)
3a SQ	Can use personal information to help care for/support people with dementia			
	Yes, always	<b>27.7%</b> (3644/13166)	<b>22.6%</b> (24/106)	<b>22.2%</b> (22/99)
	Yes, most of the time	<b>40%</b> (5266/13166)	<b>48.1%</b> (51/106)	<b>47.5%</b> (47/99)
	Yes, sometimes	<b>30.8%</b> (4058/13166)	<b>27.4%</b> (29/106)	<b>30.3%</b> (30/99)
	No	<b>1.5%</b> (198/13166)	<b>1.9%</b> (2/106)	<b>0%</b> (0/99)
4 SQ	Encouraged to accommodate the individual needs and preferences of people with dementia			
	Yes, always	<b>31.5%</b> (4435/14078)	<b>27.5%</b> (30/109)	<b>32.4%</b> (33/102)
	Yes, most of the time	<b>34.6%</b> (4864/14078)	<b>39.4%</b> (43/109)	<b>28.4%</b> (29/102)
	Yes, sometimes	<b>25.3%</b> (3566/14078)	<b>24.8%</b> (27/109)	<b>30.4%</b> (31/102)
	No	<b>8.6%</b> (1213/14078)	<b>8.3%</b> (9/109)	<b>8.8%</b> (9/102)
5 SQ	Talk about caring for/supporting people with complex needs (including dementia), as a team			
	Frequently	<b>50.6%</b> (7120/14060)	<b>53.6%</b> (59/110)	<b>65.2%</b> (58/89)
	Occasionally	<b>35.5%</b> (4987/14060)	<b>31.8%</b> (35/110)	<b>23.6%</b> (21/89)
	Almost Never	<b>10.6%</b> (1496/14060)	<b>11.8%</b> (13/110)	<b>10.1%</b> (9/89)
	Never	<b>3.3%</b> (457/14060)	<b>2.7%</b> (3/110)	<b>1.1%</b> (1/89)

## Use of information systems

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
16 OC	There is a system in place across the hospital that ensures that all staff in the ward or care area are aware of the person's dementia or condition and how it affects them	<b>92.8%</b> (181/195)	<b>Yes</b>	<b>Yes</b>
16a	(If Q16=Yes) Please say what this is			

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
OC	A visual indicator, symbol or marker	<b>97.2%</b> (176/181)	<b>Yes</b>	<b>Yes</b>
	Alert sheet or electronic flag	<b>8.8%</b> (16/181)	-	<b>Yes</b>
	A box to highlight or alert dementia in the notes or care plan	<b>38.1%</b> (69/181)	<b>Yes</b>	<b>Yes</b>
	Other	<b>18.8%</b> (34/181)	-	<b>Yes</b>
17 OC	There is a system in place across the hospital that ensures that staff from other areas are aware of the person's dementia or condition whenever the person accesses other treatment areas: (y/n)	<b>77.4%</b> (151/195)	<b>Yes</b>	<b>Yes</b>
	(If Q17=Yes) Please say what this is			
17a OC	A visual indicator, symbol or marker	<b>88.7%</b> (134/151)	<b>Yes</b>	<b>Yes</b>
	Alert sheet or electronic flag	<b>7.9%</b> (12/151)	-	<b>Yes</b>
	A box to highlight or alert dementia condition in the notes or care plan	<b>33.8%</b> (51/151)	<b>Yes</b>	<b>Yes</b>
	Other	<b>20.5%</b> (31/151)	-	<b>Yes</b>



# Staffing and Training

Items presented in this theme are from the organisational checklist, staff questionnaire and carer questionnaire. Questions relate to hospital staffing levels and the training available to staff on dementia care.

## Staffing levels

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
8 OC	Ward staffing levels (nurses, midwives and care staff) are made available for the public to view on a monthly basis			
	Yes, on the trust website	<b>46.7%</b> (91/195)	-	<b>Yes</b>
	Yes, on the wards	<b>71.8%</b> (140/195)	<b>Yes</b>	
9 OC	An evidence-based tool is used for establishing ward staffing levels	<b>96.9%</b> (189/195)	<b>Yes</b>	<b>Yes</b>
9a OC	The tool takes into account patient dependency and acuity	<b>99.5%</b> (188/189)	<b>Yes</b>	New to Round 4
6 SQ	The ward is able to respond to the individual needs of people with dementia as they arise			
	Yes, always	<b>27.2%</b> (3689/13577)	<b>23.3%</b> (24/103)	<b>20%</b> (10/50)
	Yes, most of the time	<b>43.5%</b> (5903/13577)	<b>48.5%</b> (50/103)	<b>68%</b> (34/50)
	Yes, sometimes	<b>23.3%</b> (3160/13577)	<b>25.2%</b> (26/103)	<b>10%</b> (5/50)
	No	<b>6.1%</b> (825/13577)	<b>2.9%</b> (3/103)	<b>2%</b> (1/50)
7 SQ	Additional staffing support is provided if dependency needs on the ward(s) increase			
	Yes, always	<b>10.4%</b> (1340/12942)	<b>5%</b> (5/100)	<b>4%</b> (2/50)
	Yes, most of the time	<b>26.3%</b> (3405/12942)	<b>37%</b> (37/100)	<b>34%</b> (17/50)
	Yes, sometimes	<b>42.8%</b> (5538/12942)	<b>45%</b> (45/100)	<b>52%</b> (26/50)
	No	<b>20.5%</b> (2659/12942)	<b>13%</b> (13/100)	<b>10%</b> (5/50)
3 CQ	The person you look after was given enough help with personal care from hospital staff			
	Yes, definitely	<b>58.5%</b> (2641/4518)	<b>40%</b> (8/20)	<b>46.4%</b> (13/28)
	Yes, to some extent	<b>32.6%</b> (1473/4518)	<b>45%</b> (9/20)	<b>28.6%</b> (8/28)
	No	<b>8.9%</b> (404/4518)	<b>15%</b> (3/20)	<b>25%</b> (7/28)

## Guidance for staff

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
27 OC	There is a named dignity lead to provide guidance, advice and consultation to staff	<b>73.8%</b> (144/195)	<b>Yes</b>	<b>Yes</b>

## Training and knowledge framework

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
19 OC	There is a training and knowledge framework or strategy that identifies necessary skill development in working with and caring for people with dementia	<b>95.9%</b> (187/195)	<b>Yes</b>	<b>Yes</b>
21 OC	The dementia awareness training includes input from/makes use of the experiences of people with dementia and their carers	<b>81.5%</b> (159/195)	<b>Yes</b>	<b>Yes</b>

## Dementia training formats

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
22 OC	Format used to deliver basic dementia awareness training			
	eLearning module	<b>73.8%</b> (144/195)	<b>Yes</b>	<b>Yes</b>
	Workshop or study day	<b>82.1%</b> (160/195)	<b>Yes</b>	<b>Yes</b>
	Higher education module	<b>15.4%</b> (30/195)	-	-
	Workbook	<b>22.1%</b> (43/195)	-	New to Round 4
	Other	<b>18.5%</b> (36/195)	-	-
2 SQ	Form of dementia training received at the hospital			
	eLearning module	<b>51.8%</b> (6939/13407)	<b>50.5%</b> (52/103)	<b>57.6%</b> (49/85)
	Workshop or study day	<b>54.9%</b> (7355/13407)	<b>51.5%</b> (53/103)	<b>49.4%</b> (42/85)
	Higher education module	<b>5.3%</b> (713/13407)	<b>5.8%</b> (6/103)	<b>2.4%</b> (2/85)
	Workbook	<b>8.1%</b> (1086/13407)	<b>7.8%</b> (8/103)	<b>7.1%</b> (6/85)
	Other	<b>8.2%</b> (1094/13407)	<b>10.7%</b> (11/103)	<b>9.4%</b> (8/85)
	I have not received any dementia training at this hospital	<b>10.7%</b> (1439/13407)	<b>9.7%</b> (10/103)	<b>12.9%</b> (11/85)
2a	(If Q2=any form of training) Staff feel better prepared to provide care/ support to people with dementia following training at this hospital			

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
SQ	Yes, much better prepared	<b>43.6%</b> (5209/11944)	<b>40.9%</b> (38/93)	<b>30.1%</b> (22/73)
	Yes, somewhat better prepared	<b>48.7%</b> (5811/11944)	<b>53.8%</b> (50/93)	<b>64.4%</b> (47/73)
	No	<b>7.7%</b> (924/11944)	<b>5.4%</b> (5/93)	<b>5.5%</b> (4/73)

## Staff data on dementia training

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:	
The question below is about training that is provided to acute healthcare staff who are involved in the care of people with dementia (or suspected dementia)					
Doctors					
20 OC	Mandatory	<b>52.8%</b> (103/195)	<b>Yes</b>	<b>Yes</b>	
	Provided on induction	<b>64.1%</b> (125/195)	-	<b>Yes</b>	
	Provided in the last 12 months	<b>54.4%</b> (106/195)	-	<b>Yes</b>	
	Not provided in the last 12 months	<b>6.7%</b> (13/195)	-	-	
	Nurses				
	Mandatory	<b>63.1%</b> (123/195)	<b>Yes</b>	<b>Yes</b>	
	Provided on induction	<b>69.2%</b> (135/195)	-	<b>Yes</b>	
	Provided in the last 12 months	<b>61%</b> (119/195)	-	<b>Yes</b>	
	Not provided in the last 12 months	<b>1%</b> (2/195)	-	-	
	Healthcare assistants				
	Mandatory	<b>63.1%</b> (123/195)	<b>Yes</b>	<b>Yes</b>	
	Provided on induction	<b>66.7%</b> (130/195)	-	<b>Yes</b>	
	Provided in the last 12 months	<b>59.5%</b> (116/195)	-	<b>Yes</b>	
	Not provided in the last 12 months	<b>1%</b> (2/195)	-	-	
	Other allied healthcare professionals, e.g. physiotherapists, dieticians				
	Mandatory	<b>57.4%</b> (112/195)	<b>Yes</b>	<b>Yes</b>	
	Provided on induction	<b>58.5%</b> (114/195)	-	<b>Yes</b>	
	Provided in the last 12 months	<b>56.9%</b> (111/195)	-	<b>Yes</b>	
	Not provided in the last 12 months	<b>3.6%</b> (7/195)	-	-	
	Support staff in the hospital, e.g. housekeepers, porters, receptionists				
Mandatory	<b>49.7%</b> (97/195)	<b>Yes</b>	<b>Yes</b>		



Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
	Provided on induction	<b>53.3%</b> (104/195)	-	<b>Yes</b>
	Provided in the last 12 months	<b>51.8%</b> (101/195)	-	<b>Yes</b>
	Not provided in the last 12 months	<b>11.3%</b> (22/195)	-	-
25 OC	Contracts with external providers (for services such as catering and security) where staff will come into contact with people with dementia, specify that the staff should have training in dementia awareness			
	Yes, all contracts	<b>35.9%</b> (70/195)	<b>All contracts</b>	New to Round 4
	Yes, other	<b>23.6%</b> (46/195)		
	No	<b>40.5%</b> (79/195)		



## Nutrition

Items presented in this theme are from the organisational checklist and staff questionnaire.

Questions relate to the provision of food and drink for people with dementia and hospital schemes such as protected mealtimes.

### Mealtimes policies and initiatives

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
10 OC	Protected mealtimes are established in all wards that admit adults with known or suspected dementia	<b>97.9%</b> (191/195)	<b>Yes</b>	<b>Yes</b>
10a OC	(If Q10=Yes) Wards' adherence to protected mealtimes is reviewed and monitored	<b>87.4%</b> (167/191)	<b>Yes</b>	<b>Yes</b>
11 SQ	In the last week (except in emergency situations), patient mealtimes kept free of any clinical activity on the ward(s) you work on			
	Yes, always	<b>31.5%</b> (3677/11673)	<b>39.4%</b> (39/99)	<b>31.9%</b> (15/47)
	Yes, most of the time	<b>40.9%</b> (4772/11673)	<b>47.5%</b> (47/99)	<b>36.2%</b> (17/47)
	Yes, sometimes	<b>13.8%</b> (1611/11673)	<b>7.1%</b> (7/99)	<b>21.3%</b> (10/47)
	No	<b>13.8%</b> (1613/11673)	<b>6.1%</b> (6/99)	<b>10.6%</b> (5/47)
11 OC	The hospital has in place a scheme/programme which allows identified carers of people with dementia to visit at any time including at mealtimes	<b>95.9%</b> (187/195)	<b>Yes</b>	<b>Yes</b>
8 SQ	Carers of people with dementia can visit at any time on the ward(s)			
	Yes, always	<b>63.3%</b> (7943/12543)	<b>51.5%</b> (50/97)	<b>36.5%</b> (31/85)
	Yes, most of the time	<b>22.3%</b> (2801/12543)	<b>25.8%</b> (25/97)	<b>20%</b> (17/85)
	Yes, sometimes	<b>10.5%</b> (1318/12543)	<b>13.4%</b> (13/97)	<b>30.6%</b> (26/85)
	No	<b>3.8%</b> (481/12543)	<b>9.3%</b> (9/97)	<b>12.9%</b> (11/85)

### Finger foods and 24-hour food services

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
30 OC	The hospital can provide finger foods for people with dementia			
	Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery (finger food) every day	<b>75.4%</b> (147/195)	<b>Every day</b>	<b>Every day</b>

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
	Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on four to six days per week or more	<b>1%</b> (2/195)		
	Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on two or three days per week or more	<b>0.5%</b> (1/195)		
	Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on only one day per week	<b>0.0%</b> (0/195)		
	Finger food consists of sandwiches/wraps only	<b>23.1%</b> (45/195)		
	Ability to access finger food for people with dementia as an alternative to main meals			
12 SQ	Yes, always	<b>44.2%</b> (4971/11253)	<b>68.5%</b> (63/92)	<b>55.1%</b> (27/49)
	Yes, most of the time	<b>27.3%</b> (3074/11253)	<b>23.9%</b> (22/92)	<b>32.7%</b> (16/49)
	Yes, sometimes	<b>18.4%</b> (2068/11253)	<b>5.4%</b> (5/92)	<b>12.2%</b> (6/49)
	No	<b>10.1%</b> (1140/11253)	<b>2.2%</b> (2/92)	<b>0%</b> (0/49)
	The hospital can provide 24 hour food services for people with dementia			
31 OC	In addition to the main meals, other food, for example toast, sandwiches, cereals, soup, and lighter hot dish(es) are available 24 hours a day	<b>60%</b> (117/195)	<b>24 hours a day</b>	<b>24 hours a day</b>
	In addition to the main meals, other food, for example toast, sandwiches, cereals, soup are available, but less than 24 hours a day	<b>8.2%</b> (16/195)		
	Simple food supplies for example bread, cereal, yoghurt and biscuits are available 24 hours a day	<b>27.2%</b> (53/195)		
	Only snacks (biscuits, cake) are available 24 hours a day	<b>4.1%</b> (8/195)		
	Food is not available 24 hours a day	<b>0.5%</b> (1/195)		
	Ability to access snacks for people with dementia in between meals			
13 SQ	Yes, always	<b>47.7%</b> (5581/11694)	<b>57.8%</b> (52/90)	<b>52.9%</b> (27/51)
	Yes, most of the time	<b>27%</b> (3160/11694)	<b>25.6%</b> (23/90)	<b>37.3%</b> (19/51)
	Yes, sometimes	<b>19.7%</b> (2305/11694)	<b>15.6%</b> (14/90)	<b>7.8%</b> (4/51)
	No	<b>5.5%</b> (648/11694)	<b>1.1%</b> (1/90)	<b>2%</b> (1/51)

## Communication of nutrition and hydration needs

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
14 SQ	Nutrition and hydration needs of people with dementia are communicated at handovers/safety briefings			
	Yes, always	<b>43.7%</b> (5060/11591)	<b>42.5%</b> (34/80)	<b>60.8%</b> (31/51)
	Yes, most of the time	<b>32.9%</b> (3810/11591)	<b>38.8%</b> (31/80)	<b>29.4%</b> (15/51)
	Yes, sometimes	<b>17.4%</b> (2017/11591)	<b>16.3%</b> (13/80)	<b>5.9%</b> (3/51)
	No	<b>6.1%</b> (704/11591)	<b>2.5%</b> (2/80)	<b>3.9%</b> (2/51)

## Overall

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
10 SQ	People with dementia have their nutritional needs met while on the ward(s)			
	Yes, always	<b>29.9%</b> (3732/12498)	<b>25.3%</b> (25/99)	<b>20.9%</b> (18/86)
	Yes, most of the time	<b>47.8%</b> (5978/12498)	<b>53.5%</b> (53/99)	<b>48.8%</b> (42/86)
	Yes, sometimes	<b>18.5%</b> (2311/12498)	<b>18.2%</b> (18/99)	<b>26.7%</b> (23/86)
	No	<b>3.8%</b> (477/12498)	<b>3%</b> (3/99)	<b>3.5%</b> (3/86)



## Governance

Items presented in this theme are from the organisational checklist, staff questionnaire and carer questionnaire. The questions relate to such topics as the environment in the hospital, involvement of the executive board, services available to carers and patients and engagement with carers.

### Care pathway

Question number and text		National audit Round 4:	Your hospital Round 4	Your hospital Round 3
1 OC	A care pathway or bundle for patients with dementia is in place			
	Yes	<b>76.9%</b> (150/195)	<b>Yes</b>	<b>In development</b>
	In development	<b>15.4%</b> (30/195)		
1a OC	(If Q1=Yes or In development) A senior clinician is responsible for implementation and/ or review of the care pathway	<b>97.8%</b> (176/180)	<b>Yes</b>	<b>Yes</b>
1b OC	(If Q1=Yes or In development) There is a care pathway/bundle for			
	Delirium			
	Yes	<b>64.4%</b> (116/180)	<b>Yes</b>	New to Round 4
	Pathway in development	<b>27.8%</b> (50/180)		
	Stroke			
	Yes	<b>93.9%</b> (169/180)	<b>Yes</b>	New to Round 4
	Pathway in development	<b>1.1%</b> (2/180)		
	Fractured neck of femur			
Yes	<b>91.7%</b> (165/180)	<b>Yes</b>	New to Round 4	
Pathway in development	<b>2.8%</b> (5/180)			
1c OC	(If Q1=Yes or In development) The dementia care pathway/bundle is integrated within or linked to the following care pathways			
	Delirium	<b>94.6%</b> (157/166)	<b>Yes</b>	Round 3 not comparable
	Stroke	<b>47.4%</b> (81/171)	<b>Yes</b>	
	Fractured neck of femur	<b>58.2%</b> (99/170)	<b>Yes</b>	

## Reviewing dementia care in hospitals

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
2c OC	The Executive Board regularly reviews the number of in-hospital falls and the breakdown of the immediate causes, in which patients with dementia can be identified	<b>64.1%</b> (125/195)	<b>Yes</b>	<b>Yes</b>
3 OC	The Executive Board regularly receives feedback from			
3a OC	Clinical Leads for older people and people with dementia including Modern Matrons/ Nurse Consultant	<b>81%</b> (158/195)	<b>Yes</b>	<b>Yes</b>
3b OC	Complaints – analysed by age	<b>48.7%</b> (95/195)	<b>Yes</b>	<b>No</b>
3c OC	Patient Advice and Liaison Services (PALS) – in relation to the services for older people and people with dementia	<b>63.6%</b> (112/176)	<b>Yes</b>	<b>Yes</b>
3d OC	Patient/ public forums or local Healthwatch – in relation to services for older people and people with dementia	<b>68.2%</b> (133/195)	<b>Yes</b>	<b>Yes</b>
2 OC	The Executive Board regularly reviews information collected on			
2a OC	Re-admissions, in which patients with dementia can be identified in the total number of patients re-admitted	<b>36.9%</b> (72/195)	<b>Yes</b>	<b>Yes</b>
2b OC	Delayed discharge/transfers, in which patients with dementia can be identified in the total number of patients with delayed discharge/transfers	<b>40%</b> (78/195)	<b>Yes</b>	<b>Yes</b>
7 OC	A Dementia Working Group is in place and reviews the quality of services provided in the hospital	<b>92.3%</b> (180/195)	<b>Yes</b>	<b>Yes</b>
	(If Q7=Yes) The group meets			
7a OC	Quarterly	<b>31.7%</b> (57/180)	<b>Monthly</b>	<b>Monthly</b>
	Monthly	<b>28.9%</b> (52/180)		
	Bi-monthly	<b>38.9%</b> (70/180)		
	Other	<b>0.6%</b> (1/180)		
	(If Q7=Yes) The group includes			
7b OC	Healthcare professionals	<b>100%</b> (180/180)	<b>Yes</b>	<b>Yes</b>
	Organisations which support people with dementia e.g. Alzheimer's Society	<b>73.3%</b> (132/180)	<b>Yes</b>	-
	Carer/service user representation	<b>65.6%</b> (118/180)	<b>Yes</b>	-

## Continuity of care

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
12 OC	Instances of night time bed moves are noted and reported at Executive Board level			
	Yes, for all patients, and patients with cognitive memory impairment (including dementia and delirium) can be identified	<b>24.1%</b> (47/195)	<b>For all patients and patients with dementia/delirium can be identified</b>	<b>Yes</b>
	Yes, for all patients but with no breakdown	<b>30.8%</b> (60/195)		
	Yes, for patients with cognitive memory impairment (including dementia and delirium) only	<b>4.1%</b> (8/195)		
No	<b>41%</b> (80/195)			
9 SQ	Night time bed moves for people with dementia avoided where possible on the ward(s)			
	Yes, always	<b>16.6%</b> (1835/11033)	<b>5%</b> (4/80)	<b>14.3%</b> (7/49)
	Yes, most of the time	<b>32.7%</b> (3611/11033)	<b>26.3%</b> (21/80)	<b>22.4%</b> (11/49)
	Yes, sometimes	<b>24.7%</b> (2723/11033)	<b>32.5%</b> (26/80)	<b>34.7%</b> (17/49)
	No	<b>26%</b> (2864/11033)	<b>36.3%</b> (29/80)	<b>28.6%</b> (14/49)
26 OC	The hospital has access to intermediate care services, which will admit people with dementia	<b>87.7%</b> (171/195)	<b>Yes</b>	<b>Yes</b>
26a OC	(If Q26=Yes) Access to intermediate care services allows people with dementia to be admitted to intermediate care directly and avoid unnecessary hospital admission	<b>82.5%</b> (141/171)	<b>Yes</b>	<b>Yes</b>

## Specialist services for dementia care

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
4 OC	There are champions for dementia a			
4a OC	Directorate level	<b>77.4%</b> (151/195)	<b>Yes</b>	<b>Yes</b>
4b OC	Ward level	<b>88.7%</b> (173/195)	<b>Yes</b>	<b>Yes</b>
5 OC	Full Time Equivalent (FTE) Dementia Specialist Nurses employed to work in the trust/health board	<b>Mean 1.66</b> Range 0-9	<b>4</b>	New to Round 4

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
1 SQ	Supported by specialist services for dementia in the hospital			
	During office hours <i>i.e. Monday-Fri, 9am-5pm</i>			
1a SQ	Yes, always	<b>30.1%</b> (4133/13710)	<b>41.7%</b> (45/108)	<b>29.3%</b> (29/99)
	Yes, most of the time	<b>32.1%</b> (4401/13710)	<b>31.5%</b> (34/108)	<b>38.4%</b> (38/99)
	Yes, sometimes	<b>26.5%</b> (3638/13710)	<b>25.9%</b> (28/108)	<b>28.3%</b> (28/99)
	No	<b>11.2%</b> (1538/13710)	<b>0.9%</b> (1/108)	<b>4%</b> (4/99)
	Out of office hours			
1b SQ	Yes, always	<b>8.6%</b> (942/10960)	<b>14.5%</b> (11/76)	<b>6%</b> (5/84)
	Yes, most of the time	<b>15.9%</b> (1739/10960)	<b>14.5%</b> (11/76)	<b>9.5%</b> (8/84)
	Yes, sometimes	<b>28.6%</b> (3139/10960)	<b>34.2%</b> (26/76)	<b>34.5%</b> (29/84)
	No	<b>46.9%</b> (5140/10960)	<b>36.8%</b> (28/76)	<b>50%</b> (42/84)

## Engagement with carers

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
6 OC	A strategy or plan for carer engagement been produced	<b>75.9%</b> (148/195)	<b>Yes</b>	<b>Yes</b>
	(If Q6=Yes) Implementation of the strategy or plan scheduled for review			
6a OC	Yes, more than once a year	<b>31.1%</b> (46/148)	<b>Less than once a year</b>	<b>Once a year</b>
	Yes, once a year	<b>45.3%</b> (67/148)		
	Yes, less than once a year	<b>19.6%</b> (29/148)		
	No	<b>4.1%</b> (6/148)		
29 OC	There is a social worker or other designated person or team responsible for working with people with dementia and their carers, and providing advice and support, or directing to appropriate organisations or agencies	<b>85.6%</b> (167/195)	<b>Yes</b>	<b>Yes</b>
32 OC	There is access to advocacy services with experience and training in working with people with dementia	<b>93.3%</b> (182/195)	<b>Yes</b>	<b>Yes</b>

## Environment



Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
34 OC	The physical environment within the hospital has been reviewed using an appropriate tool to establish whether it is "dementia-friendly"			
	Throughout the hospital	<b>53.3%</b> (104/195)	<b>Throughout the hospital</b>	<b>Throughout the hospital</b>
	All adult wards/areas	<b>9.2%</b> (18/195)		
	All care of the elderly wards/areas	<b>14.9%</b> (29/195)		
	Designated dementia wards only	<b>3.6%</b> (7/195)		
	Other	<b>11.8%</b> (23/195)		
	No	<b>7.2%</b> (14/195)		
34a OC	(If Q34=Yes) Environmental changes based on the review are			
	Completed	<b>15.3%</b> (28/183)	<b>Underway</b>	<b>Underway</b>
	Underway	<b>62.8%</b> (115/183)		
	Planned but not yet underway	<b>13.1%</b> (24/183)		
	Planned but funding has not been identified	<b>7.1%</b> (13/183)		
	Plans are not in place	<b>1.6%</b> (3/183)		
34b OC	(If Q34=Yes) Service users/carers/lay volunteers have been part of the team reviewing the environment			
	Throughout the hospital	<b>63.9%</b> (117/183)	<b>Throughout the hospital</b>	<b>They have not been part of the team</b>
	All adult wards/areas	<b>3.8%</b> (7/183)		
	All care of the elderly wards/areas	<b>6%</b> (11/183)		
	Designated dementia wards only	<b>2.2%</b> (4/183)		
	Other	<b>9.3%</b> (17/183)		
	They have not been part of the team	<b>14.8%</b> (27/183)		
34c OC	(If Q34=Yes) There are plans to further review the changes implemented			
	Yes, we are already undertaking/have already done this	<b>48.1%</b> (88/183)	<b>Undertaking/have already done this</b>	<b>Undertaking/have already done this</b>
	Yes, once the work is completed	<b>40.4%</b> (74/183)		
	No plans are in place	<b>11.5%</b> (21/183)		
Other				
33 OC	Opportunities for social interaction for patients with dementia are available			
	On all adult wards	<b>17.4%</b> (34/195)	<b>All adult wards</b>	<b>All adult wards</b>
	On care of the elderly wards	<b>35.9%</b> (70/195)		
	Other	<b>41%</b> (80/195)		

No		<b>5.6%</b> (11/195)		
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## Discharge

Items presented in this theme are from the organisational checklist and the casenote audit. The questions ask about discharge planning, assessment for discharge and discharge notice.

### Discharge coordination

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
28 OC	There is a named person/identified team who takes overall responsibility for complex needs discharge and this includes people with dementia	<b>91.8%</b> (179/195)	<b>Yes</b>	<b>Yes</b>
28a OC	(If Q28=Yes) This person/team has training in ongoing needs of people with dementia	<b>88.3%</b> (158/179)	<b>Yes</b>	<b>Yes</b>
28b OC	(If Q28=Yes) This person/team has experience of working with people with dementia and their carers:	<b>98.9%</b> (177/179)	<b>Yes</b>	<b>Yes</b>
29 CA	Named person/identified team co-ordinated the discharge plan	<b>85.3%</b> (91.15, 80-98) (5950/6975)	<b>100%</b> (37/37)	<b>100%</b> (42/42)
Evidence in the notes that the discharge coordinator/person or team planning discharge has discussed place of discharge and support needs with				
30a CA	The person with dementia	<b>56.5%</b> (54.35, 41-75) (3386/5994)	<b>51.9%</b> (14/27)	<b>43.2%</b> (16/37)
30b CA	The person's carer/relative	<b>83.1%</b> (85.2, 76-94) (5613/6754)	<b>80%</b> (28/35)	<b>95.2%</b> (40/42)
30c CA	The consultant responsible for the patient's care	<b>76.5%</b> (82.3, 65-94) (5514/7211)	<b>83.8%</b> (31/37)	<b>92.9%</b> (39/42)
30d CA	Other members of the multidisciplinary team	<b>85.1%</b> (87.5, 78-96) (6134/7211)	<b>94.6%</b> (35/37)	<b>95.2%</b> (40/42)

### Discharge planning

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
31 CA	A single plan/summary for discharge with clear updated information has been produced	<b>85.8%</b> (93.5, 82-100) (5988/6975)	<b>100%</b> (37/37)	<b>100%</b> (42/42)
32 CA	Support needs documented in the discharge plan/summary	<b>61.5%</b> (60.65, 47-80) (4288/6975)	<b>75.7%</b> (28/37)	<b>45.2%</b> (19/42)
33 CA	Patient and/or carer received a copy of the plan/ summary	<b>88.1%</b> (97.1, 87-100)	<b>100%</b> (36/36)	<b>100%</b> (42/42)

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
		(5886/6679)		
34 CA	Copy of the discharge plan/summary sent to the GP/primary care team	<b>94.3%</b> (97.75, 94-100) (6575/6975)	<b>100%</b> (37/37)	<b>100%</b> (42/42)
35 CA	Discharge planning initiated within 24 hours of admission	<b>51.3%</b> (50, 30-77) (2665/5191)	<b>93.8%</b> (15/16)	<b>63.2%</b> (12/19)
(If Q35=No/N/A) Recorded reason why discharge planning could not be initiated within 24 hours				
35a CA	Patient acutely unwell	<b>61.3%</b> (61.7, 42-82) (1239/2020)	<b>61.9%</b> (13/21)	<b>56.5%</b> (13/23)
	Patient awaiting assessment	<b>8.8%</b> (0, 0-13) (177/2020)	<b>0%</b> (0/21)	<b>17.4%</b> (4/23)
	Patient awaiting history/results	<b>7.7%</b> (0, 0-10) (156/2020)	<b>9.5%</b> (2/21)	<b>13%</b> (3/23)
	Patient awaiting surgery	<b>9.6%</b> (0, 0-14) (193/2020)	<b>14.3%</b> (3/21)	<b>13%</b> (3/23)
	Patient presenting confusion	<b>5.8%</b> (0, 0-9) (118/2020)	<b>14.3%</b> (3/21)	<b>0%</b> (0/23)
	Patient on end of life plan	<b>0.0%</b> (0, 0-0) (1/2020)	<b>0%</b> (0/21)	<b>0%</b> (0/23)
	Patient being transferred to another hospital	<b>0.2%</b> (0, 0-0) (5/2020)	<b>0%</b> (0/21)	<b>0%</b> (0/23)
	Patient unresponsive	<b>0.3%</b> (0, 0-0) (7/2020)	<b>0%</b> (0/21)	<b>0%</b> (0/23)
	Patient being discharged to nursing/residential care	<b>5%</b> (0, 0-6) (100/2020)	<b>0%</b> (0/21)	<b>0%</b> (0/23)
	Other	<b>1.2%</b> (0, 0-0) (24/2020)	<b>0%</b> (0/21)	<b>0%</b> (0/23)

## Involving the person with dementia in decision making

Question number and text		National audit Round 4	Your hospital Round 4	Your hospital Round 3
28 CA	Recorded referral to a social worker for assessment of housing and care needs due to a proposed change in residence	<b>59.7%</b> (63.4, 47-80) (1444/2419)	<b>45.5%</b> (5/11)	<b>90.9%</b> (10/11)
28a	(If Q28=Yes)			
(i) CA	There are documented concerns about the patient's capacity to consent to the referral	<b>69.5%</b> (72.7, 55-89) (1003/1444)	<b>100%</b> (5/5)	<b>80%</b> (8/10)
28a (ii) CA	The patient had capacity on assessment and their consent is documented	<b>11%</b> (0, 0-17) (110/1003)	<b>20%</b> (1/5)	<b>0%</b> (0/8)
	The patient lacked requisite capacity and evidence of a best interests decision has been recorded	<b>71.5%</b> (80, 50-100) (717/1003)	<b>80%</b> (4/5)	<b>100%</b> (8/8)
	There is no record of either consent or best interest decision making*	<b>17.5%</b> (0, 0-29) (176/1003)	<b>0%</b> (0/5)	<b>0%</b> (0/8)
28a (i) CA	There are no documented concerns about the patient's capacity to consent to the referral	<b>30.5%</b> (27.3, 11-45) (441/1444)	<b>0%</b> (0/5)	<b>20%</b> (2/10)
28a (iii) CA	The patients consent was requested and this is recorded	<b>27.7%</b> (0, 0-50) (122/441)	<b>-%</b> (-/0)	<b>0%</b> (0/2)
	There is no record of the patients consent*	<b>72.3%</b> (100, 50-100) (319/441)	<b>-%</b> (-/0)	<b>100%</b> (2/2)
28a (ii & iii) CA	Consent or best interests (responses options combined)	<b>65.7%</b> (66.7, 50-84) (949/1444)	<b>100%</b> (5/5)	<b>80%</b> (8/10)
	No consent or best interests (response options combined)	<b>34.3%</b> (33.3, 16-50) (495/1444)	<b>0%</b> (0/5)	<b>20%</b> (2/10)

## Carer involvement and support

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
36 CA	Carers or family have received notice of discharge and this is documented			
	Less than 24 hours	<b>20.7%</b> (18.05, 8-31) (1493/7211)	<b>24.3%</b> (9/37)	<b>16.7%</b> (7/42)
	24 hours	<b>12.3%</b> (9.1, 3-18) (889/7211)	<b>2.7%</b> (1/37)	<b>4.8%</b> (2/42)
	25 - 48 hours	<b>15.8%</b> (13, 7-22) (1140/7211)	<b>27%</b> (10/37)	<b>16.7%</b> (7/42)

	More than 48 hours	<b>26.3%</b> (23.2, 11-41) (1897/7211)	<b>16.2%</b> (6/37)	<b>59.5%</b> (25/42)
	No notice at all	<b>0.5%</b> (0, 0-0) (37/7211)	<b>2.7%</b> (1/37)	<b>0%</b> (0/42)
	Not documented	<b>22.6%</b> (20.6, 10-30) (1627/7211)	<b>21.6%</b> (8/37)	<b>2.4%</b> (1/42)
	No carer, family, friend/could not contact	<b>1.7%</b> (0, 0-3) (124/7211)	<b>5.4%</b> (2/37)	<b>0%</b> (0/42)
	Patient specified information to be withheld	<b>0.1%</b> (0, 0-0) (4/7211)	<b>0%</b> (0/37)	<b>0%</b> (0/42)
37 CA	An assessment of the carer's current needs has taken place in advance of discharge	<b>68.6%</b> (72.45, 53-89) (2478/3611)	<b>100%</b> (12/12)	<b>100%</b> (16/16)

## Assessment before discharge

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
24 CA	Cognitive testing, using a validated structured instrument carried out at point of discharge	<b>10.7%</b> (5.3, 2-13) (771/7211)	<b>5.4%</b> (2/37)	<b>9.5%</b> (4/42)
(If 24=No) Reasons why was this not completed				
24a CA	Patient too unwell/not responsive (including advanced dementia making assessment inappropriate)	<b>12.5%</b> (7.95, 3-19) (806/6440)	<b>42.9%</b> (15/35)	<b>7.9%</b> (3/38)
	Not documented/unknown	<b>79.6%</b> (86.25, 71-95) (5125/6440)	<b>51.4%</b> (18/35)	<b>86.8%</b> (33/38)
	Other	<b>7.9%</b> (2.65, 0-8) (509/6440)	<b>5.7%</b> (2/35)	<b>5.3%</b> (2/38)
25 CA	Cause of cognitive impairment was summarised and recorded	<b>70.6%</b> (76.4, 57-87) (5092/7211)	<b>94.6%</b> (35/37)	<b>100%</b> (42/42)
26 CA	Symptoms of delirium	<b>36%</b> (36.65, 24-47) (2594/7211)	<b>51.4%</b> (19/37)	<b>28.6%</b> (12/42)
26a CA	(If Q26=Yes) Symptoms of delirium summarised for discharge	<b>46.6%</b> (42.1, 26-64) (1210/2594)	<b>73.7%</b> (14/19)	<b>58.3%</b> (7/12)
27 CA	Persistent behavioural and psychological symptoms of dementia (wandering, aggression, shouting) during admission	<b>18%</b> (16.7, 11-24) (1299/7211)	<b>10.8%</b> (4/37)	<b>21.4%</b> (9/42)

Question number and text		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
27a CA	(If Q27=Yes) Behavioural and psychological symptoms of dementia summarised for discharge	<b>44.2%</b> (42.9, 23-67) (574/1299)	<b>50%</b> (2/4)	<b>66.7%</b> (6/9)

# Staff Suggestions and Carer Comments

## Staff Suggestions

The staff questionnaire explored how well staff felt supported to provide good quality care/support to inpatients with dementia/possible dementia and provided a free text box for staff to give suggestions on how their hospital could improve. A full list of staff suggestions by job role can be found in Appendix D.

## Carer comments

The carer questionnaire asked carers about the care of people with dementia, communication with hospital staff and support for the carer. There was also a free text comment box for any additional feedback about the service provided by the hospital to the person they look after.

## How tables are presented for staff suggestions and carer comments

Each topics percentage of comments or suggestions and the numerator and denominator (num/den) are presented.

**Please note:** This is calculated from the total number of comments or suggestions received and not by the total number of questionnaires. For example:

- 1 carer questionnaire may contain 5 comments about your hospital or;
- 1 staff questionnaire may have 0 suggestions for your hospital.

**Table 8:** Explanation of how comments and suggestions are presented in tables

Breakdown of by topic	National audit Round 4 % (Num/Den)	Your hospital Round 4 % (Num/Den)	Your hospital Round 3 % (Num/Den)
<b>Topic heading</b> <ul style="list-style-type: none"> <li>• Examples of subtopic included in this heading</li> </ul>	The national figure refers to all hospitals in England and Wales that have comments/suggestions submitted	Data from your hospital in Round 4	Your Round 3 data

Comparison of the data between Round 3 and Round 4 should be made with caution. Please be aware of differences in sample sizes. The staff suggestions and carer comments coding framework can be found on the [NAD website](#).





## Staff Suggestions

In total, there were 13800 suggestions made by staff in the national sample. Hospitals with less than 30 suggestions should interpret the below with caution.

Breakdown of staff suggestions by topic	National	Your hospital Round 4 (n= 108)	Your hospital Round 3 (n= 138)
<b>Staffing</b> <ul style="list-style-type: none"> <li>General comments on more staffing</li> <li>Better access to dementia specialist staff including champions</li> </ul>	<b>39%</b> (5320/13800)	<b>38%</b> (41/108)	<b>44%</b> (61/138)
<b>Environment and activities</b> <ul style="list-style-type: none"> <li>Better access to activities</li> <li>Better access to space away from bed e.g. garden, day room</li> <li>General comments: making environment 'dementia friendly'</li> </ul>	<b>18%</b> (2430/13800)	<b>13.9%</b> (15/108)	<b>21%</b> (29/138)
<b>Training and information</b> <ul style="list-style-type: none"> <li>More and better training</li> <li>Making training mandatory</li> <li>Training on a specified subject e.g. the Mental Capacity Act</li> </ul>	<b>15%</b> (2096/13800)	<b>15.7%</b> (17/108)	<b>12%</b> (16/138)
<b>Governance/hospital operations</b> <ul style="list-style-type: none"> <li>Less/no bed moves for patients with dementia</li> <li>Quicker/better discharge</li> <li>Better integrated working with other services/organisations</li> </ul>	<b>9%</b> (1171/13800)	<b>10.2%</b> (11/108)	<b>4%</b> (6/138)
<b>Information and communication of patients' dementia</b> <ul style="list-style-type: none"> <li>More/better use of personal information e.g. 'This is Me'</li> <li>Better communication between departments of patients' dementia</li> </ul>	<b>7%</b> (897/13800)	<b>7.4%</b> (8/108)	<b>3%</b> (4/138)
<b>Patient care</b> <ul style="list-style-type: none"> <li>Better support skills e.g. listening, speaking with patient</li> <li>Better provision for/response to care needs e.g. pain relief, toileting, therapy provision</li> </ul>	<b>5%</b> (648/13800)	<b>4.6%</b> (5/108)	<b>4%</b> (6/138)
<b>Carers/family</b> <ul style="list-style-type: none"> <li>Utilise/actively encourage carers in patient care</li> <li>Open visiting for carers</li> <li>Better facilities for carers in the hospital</li> </ul>	<b>4%</b> (485/13800)	<b>4.6%</b> (5/108)	<b>5%</b> (7/138)

<p><b>Patient nutrition and hydration</b></p> <ul style="list-style-type: none"> <li>• Better access to snacks and finger foods</li> <li>• Better/more food related equipment e.g. adapted cutlery, coloured crockery, drinking beakers</li> <li>• Improved systems including ordering systems and food charts</li> </ul>	<p><b>5%</b> (704/13800)</p>	<p><b>5.6%</b> (6/108)</p>	<p><b>7%</b> (9/138)</p>
<p><b>Non-hospital recommendations</b></p>	<p><b>0.4%</b> (49/13800)</p>	<p><b>0%</b> (0/108)</p>	<p><b>0%</b> (0/138)</p>



## Carer Comments

In total, there were 7015 comments made by carers in the national sample. Hospitals with a total of less than 30 comments should interpret the below with caution. The breakdown is shown as percentages of the total number of comments received at a national and hospital level, per topic.

Breakdown of comments by topic		National:	Your hospital Round 4 (n= 77):	Your hospital Round 3 (n= 106):
<b>Patient care</b> <ul style="list-style-type: none"> <li>Staff well informed and understood person with dementia's needs</li> <li>Quality of care including personal care, provision of activities, help with food/drink</li> <li>Medical care and treatment</li> </ul>	<b>Positive</b>	<b>12%</b> (843/7015)	<b>11.7%</b> (9/77)	<b>9%</b> (10/106)
	<b>Negative</b>	<b>19%</b> (1335/7015)	<b>29.9%</b> (23/77)	<b>37%</b> (39/106)
<b>Communication</b> <ul style="list-style-type: none"> <li>Carer involved/not involved in care including decisions and care planning</li> <li>Staff communicate to carers and between staff well/poorly</li> <li>Written communication is good/bad</li> </ul>	<b>Positive</b>	<b>4%</b> (261/7015)	<b>2.6%</b> (2/77)	<b>3%</b> (3/106)
	<b>Negative</b>	<b>15%</b> (1075/7015)	<b>11.7%</b> (9/77)	<b>20%</b> (21/106)
<b>Perceptions of staff</b> <ul style="list-style-type: none"> <li>Staff characteristics e.g. helpful/unhelpful, caring/uncaring</li> <li>Positive/negative effect on the patient</li> <li>Good/ poor qualities of particular staffing groups</li> </ul>	<b>Positive</b>	<b>20%</b> (1366/7015)	<b>19.5%</b> (15/77)	<b>9%</b> (9/106)
	<b>Negative</b>	<b>6%</b> (442/7015)	<b>0%</b> (0/77)	<b>7%</b> (7/106)
<b>Staffing levels</b> <ul style="list-style-type: none"> <li>Understaffed</li> <li>Staff too busy/overworked</li> </ul>	<b>Positive</b>	<b>0.2%</b> (17/7015)	<b>0%</b> (0/77)	<b>0%</b> (0/106)
	<b>Negative</b>	<b>5%</b> (353/7015)	<b>0%</b> (0/77)	<b>6%</b> (6/106)
<b>Discharge</b> <ul style="list-style-type: none"> <li>Unsafe/poor discharge</li> <li>Failed discharge</li> <li>Carer not informed of discharge</li> </ul>	<b>Positive</b>	<b>0.2%</b> (13/7015)	<b>0%</b> (0/77)	<b>0%</b> (0/106)
	<b>Negative</b>	<b>5%</b> (341/7015)	<b>3.9%</b> (3/77)	<b>2%</b> (2/106)
<b>Environment</b> Ward is clean/dirty	<b>Positive</b>	<b>1%</b> (65/7015)	<b>6.5%</b> (5/77)	<b>0%</b> (0/106)

	<b>Negative</b>	<b>1%</b> (95/7015)	<b>2.6%</b> (2/77)	<b>0%</b> (0/106)
<b>Support for carers</b> <ul style="list-style-type: none"> <li>• Carer support</li> <li>• Facilities for carers in the hospital</li> </ul>	<b>Positive</b>	<b>2%</b> (170/7015)	<b>2.6%</b> (2/77)	<b>0%</b> (0/106)
	<b>Negative</b>	<b>2%</b> (131/7015)	<b>1.3%</b> (1/77)	<b>2%</b> (2/106)
<b>Other</b> <ul style="list-style-type: none"> <li>• General positive/negative</li> </ul>	<b>Positive</b>	<b>4%</b> (261/7015)	<b>1.3%</b> (1/77)	<b>2%</b> (2/106)
	<b>Negative</b>	<b>2%</b> (157/7015)	<b>6.5%</b> (5/77)	<b>3%</b> (3/106)
<b>Adverse incidents</b> <ul style="list-style-type: none"> <li>• Falls, weight loss, injury</li> </ul>	<b>Negative</b>	<b>1%</b> (90/7015)	<b>0%</b> (0/77)	<b>2 %</b> (2/106)

# Recommendations

## Assessment

- 1 **Medical Directors and Directors of Nursing** should ensure that people with dementia admitted as an emergency are assessed for delirium using a standardised tool such as the 4AT or Confusion Assessment Method (CAM) (NICE CG 103 1.2)<sup>1</sup> and consider the symptom of pain as a contributory factor.

## Information and communication

- 2 **Directors of Nursing** should ensure that initial routine assessment of people with dementia includes:
  - Information about factors that can cause distress or agitation
  - Steps that can be taken to prevent these.
- 3 **Trust Chief Executive Officers** should ensure that, throughout the hospital, there is clear ongoing communication with the families and carers of people with dementia, including:
  - Information and written resources on admission
  - A private space for discussions
  - A record of discussions in patient notes
  - Provision for out of hours visiting.

## Staffing and training

- 4 **Trust Chief Executive Officers** should demonstrate that all staff providing care for people with dementia receive mandatory dementia training at a level (Tier 1, 2, 3) appropriate to their role and that:
  - Delirium and its relationship to dementia is included in the training
  - Information about the number of staff who received dementia training is recorded
  - The proportion of staff who have received dementia training is included in the annual Quality Account Report.
- 5 **Trust Chief Executive Officers** should ensure that contracts with external providers of services to the hospital include the requirement that service staff regularly working with people with dementia have received at least Tier 1 training in dementia (or higher, appropriate to their role).

## Nutrition

- 6 **Directors of Nursing** should ensure that the nutrition and hydration needs of patients with dementia are included in the nurse shift handovers.
- 7 **Trust Chief Executive Officers** should ensure that hospital external catering contracts and internal catering provision includes the requirement for the ready availability of finger foods and snacks for people with dementia

## Discharge

- 8 **Hospital discharge teams** should ensure that discussions take place with people with dementia and their carers and include:
  - The place of discharge
  - Support needs
  - A record of discussions should be recorded in the notes.
- 9 **Medical Directors** should ensure implementation of NICE guidance on continuity of care (NG 27, recommendation 1.5.10<sup>8</sup>) and the transmission of information at transfer home<sup>9</sup> including:
  - The occurrence of delirium and behavioural symptoms of dementia
  - Recommendations for ongoing assessment or referral (for example to a memory clinic or community team) post-discharge.

## Governance

- 10 **Trust Chief Executive Officers** should use the King's Fund environmental assessment tools<sup>37</sup> or another structured tool such as PLACE<sup>10</sup> to:
  - Conduct environmental reviews across the hospital
  - Implement improvements based upon the review findings.
- 11 **Trust Chief Executive Officers, Medical Directors and Directors of Nursing** should ensure that hospitals have developed policies that cover 'minimising moving patients at night' including information about:
  - Only moving patients with dementia between wards when there is a clinical need
  - Collation of information about inappropriate moves and reporting this to the Trust Board for review on at least an annual basis.

**12** **Trust Executive Directors** should ensure that information is presented to the Board which clearly identifies the proportion of people with dementia within reporting on patients who experience:

- A fall during their admission
- A delay to their discharge
- Readmission within 30 days of discharge.

**13** **Trust Dementia Leads** should ensure that people with dementia/carers are represented and can comment on aspects of the hospital's dementia strategy and action plans via the Dementia Working Group, Patient Experience Group or other appropriate forum.

## Overall

**14** **Trust/Health Boards and their Chief Executive Officers** should:

- Work to implement these recommendations by World Alzheimer's Day 2020
- Publish progress made on implementing dementia recommendations in an annual Trust statement on dementia care
- Include other dementia friendly hospital initiatives, such as self-assessment based on the National Dementia Action Alliance 2018 charter<sup>7</sup>.

# References

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10. NHS Digital. Patient-Led Assessments of the Care Environment (PLACE). [Online] 2018. [Accessed 18 March 2018.] <https://digital.nhs.uk/data-and-information/areas-of-interest/estates-and-facilities/patient-led-assessments-of-the-care-environment-place>.



# Appendices

A full presentation of your results for the fourth round of the National Audit of Dementia can found separately in your data local report document.

## How the appendices are presented

Data are presented from Round 4 of the National Audit of Dementia, both at a national level and for your hospital. The national audit refers to all hospitals from England and Wales that participated in Round 4 of the audit. Where applicable, we have provided your Round 3 data, for comparison.

We have provided the percentage 'yes' response and the numerator. Please note the following exceptions to protect the anonymity of participants:

- Where the numerator is below three, and the second lowest numerator is below five, this data has been suppressed and you will see '\*' to indicate this
- If several responses had low numerators these have been combined into the 'Other' category
- If your hospital did not submit the minimum criteria to receive demographic information this data has been omitted

Appendix	Audit tool	Minimum criteria to receive this information
A. Patient Demographics	Casenote Audit	At least 20 casenote submissions
B. Carer Demographics	Carer Questionnaire	At least 10 questionnaires returned
C. Staff Demographics	Staff Questionnaire	At least 10 questionnaires returned
D. Staff Suggestions by Job Role		

# Appendix A

## Patient Demographics- Norfolk & Norwich University Hospital

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
<b>Age range</b>			
Min-65	2.3% (228)	*	*
66-80	24.4% (2386)	<b>18%</b> (9)	<b>18%</b> (9)
81-100	73% (7146)	<b>78%</b> (39)	<b>80%</b> (40)
101-108	0.2% (19)	<b>0%</b> (0)	<b>0%</b> (0)
Unknown	0% (3)	<b>0%</b> (0)	<b>0%</b> (0)
Range	19-105	<b>62 - 98</b>	<b>65 - 97</b>
Mean	84	<b>85.4</b>	<b>85.3</b>
<b>Gender</b>			
Male	41.4% (4054)	<b>42%</b> (21)	<b>50%</b> (25)
Female	58.6% (5728)	<b>58%</b> (29)	<b>50%</b> (25)
<b>Ethnicity</b>			
White/White British	80.7% (7898)	<b>100%</b> (50)	<b>100%</b> (50)
Asian/Asian British	2.5% (245)	<b>0%</b> (0)	<b>0%</b> (0)
Black/Black British	1.5% (150)	<b>0%</b> (0)	<b>0%</b> (0)
Other	15.2% (1489)	<b>0%</b> (0)	<b>0%</b> (0)
<b>First Language</b>			
English	77.7% (7602)	<b>100%</b> (50)	<b>100%</b> (50)
Welsh	0.6% (62)	<b>0%</b> (0)	<b>0%</b> (0)
Other	21.6%	<b>0%</b>	<b>0%</b>

	(2118)	(0)	(0)
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	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
<b>Speciality of the ward patients spent the longest time in</b>			
Care of the elderly	42.8% (4184)	<b>74%</b> (37)	<b>68%</b> (34)
General medical	22.9% (2239)	<b>6%</b> (3)	<b>2%</b> (1)
Orthopaedics	9% (881)	<b>0%</b> (0)	<b>8%</b> (4)
Other medical	8.5% (829)	<b>8%</b> (4)	<b>0%</b> (0)
Surgical	5.3% (520)	<b>0%</b> (0)	<b>8%</b> (4)
Stroke	4.3% (417)	<b>2%</b> (1)	<b>6%</b> (3)
Cardiac	2.6% (250)	<b>4%</b> (2)	<b>4%</b> (2)
Other	4.7% (462)	<b>6%</b> (3)	<b>4%</b> (2)
Unknown	Removed for Round 4	N/A	<b>0%</b> (0)

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
<b>Patients who:</b>			
Died in hospital	11.3% (1100)	*	<b>0%</b> (0)
Self-discharged from hospital <b>(NB: excludes patients who died)</b>	0.2% (15)	<b>0%</b> (0)	<b>0%</b> (0)
Were marked 'fast track discharge'/'discharge to assess'/'transfer to assess'/'expedited with family agreement for	6.9% (597)	*	<b>8%</b> (4)

recorded reasons  ( <b>NB:</b> excludes patients who died or were self-discharged)			
Received end of life care in hospital/was on end of life care plan	12.5% (1227)	<b>16%</b> (8)	*

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
<b>Primary diagnosis/cause of admission</b>			
Respiratory	19% (1861)	<b>22%</b> (11)	<b>28%</b> (14)
Fall	14.8% (1449)	<b>18%</b> (9)	<b>6%</b> (3)
Urinary/renal	8.7% (849)	<b>10%</b> (5)	<b>8%</b> (4)
Hip dislocation	6.4% (627)	<b>4%</b> (2)	<b>10%</b> (5)
Cardiac/vascular	6.4% (628)	<b>4%</b> (2)	<b>2%</b> (1)
Delirium/confusion	6.2% (604)	<b>4%</b> (2)	<b>2%</b> (1)
Sepsis	6% (586)	<b>2%</b> (1)	<b>4%</b> (2)
Gastrointestinal	4.5% (442)	<b>4%</b> (2)	<b>8%</b> (4)
Unable to cope/frailty/social/dementia/psychiatric behaviour	4% (398)	<b>8%</b> (4)	<b>12%</b> (6)
Stroke	3.2% (316)	<b>2%</b> (1)	<b>4%</b> (2)
Brain/neurological	2.4% (230)	<b>4%</b> (2)	<b>6%</b> (3)
Other	2.2% (218)	<b>0%</b> (0)	<b>0%</b> (0)
Skin lacerations or lesions	2.1% (202)	<b>4%</b> (2)	<b>0%</b> (0)
Other fractures	1.9% (184)	<b>4%</b> (2)	<b>2%</b> (1)
Pain/swelling	1.8% (177)	<b>2%</b> (1)	<b>2%</b> (1)

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
Impaired consciousness	1.7% (166)	<b>0%</b> (0)	<b>0%</b> (0)
Endocrine or metabolic	1.5% (146)	<b>2%</b> (1)	<b>0%</b> (0)
Haematology	1.5% (143)	<b>0%</b> (0)	<b>2%</b> (1)
Dehydration	1.4% (134)	<b>0%</b> (0)	<b>0%</b> (0)
Liver related/hepatology	0.9% (92)	<b>0%</b> (0)	<b>0%</b> (0)
Cancer	0.7% (70)	<b>2%</b> (1)	<b>4%</b> (2)
Not documented/unknown	0.6% (59)	<b>0%</b> (0)	<b>0%</b> (0)
Rheumatic	0.5% (52)	<b>0%</b> (0)	<b>0%</b> (0)
Surgical/non-surgical procedure	0.5% (50)	<b>2%</b> (1)	<b>0%</b> (0)
Oral/visual	0.4% (39)	<b>0%</b> (0)	<b>0%</b> (0)
Adverse reaction/allergy	0.4% (37)	<b>2%</b> (1)	<b>0%</b> (0)
Injury/trauma	0.2% (15)	<b>0%</b> (0)	<b>0%</b> (0)

		National audit Round 4:	Your hospital Round 4:	Your hospital Round 3
<b>Place of residence before/after admission</b>				
Own home	<b>Before</b>	59% (5776)	<b>58 %</b> (29)	<b>60%</b> (30)
	<b>After</b>	42% (3648)	<b>36.2%</b> (17)	<b>36%</b> (18)
Respite care	<b>Before</b>	0.8% (74)	<b>0%</b> (0)	<b>0%</b> (0)
	<b>After</b>	1.5% (134)	*	<b>0%</b> (0)
Rehabilitation ward	<b>Before</b>	0.3% (31)	<b>0%</b> (0)	<b>0%</b> (0)
	<b>After</b>	1.6% (135)	<b>8.5%</b> (4)	*
Psychiatric ward	<b>Before</b>	0.5% (46)	*	<b>0%</b> (0)
	<b>After</b>	0.6% (51)	<b>0%</b> (0)	<b>0%</b> (0)
Carer's home	<b>Before</b>	1.4% (138)	<b>0%</b> (0)	<b>0%</b> (0)
	<b>After</b>	1.3% (114)	<b>0%</b> (0)	<b>0%</b> (0)
Intermediate care	<b>Before</b>	0.7% (73)	<b>0%</b> (0)	<b>0%</b> (0)
	<b>After</b>	4.3% (373)	<b>0%</b> (0)	*
Residential care	<b>Before</b>	17.9% (1753)	<b>22%</b> (11)	<b>16%</b> (8)
	<b>After</b>	19.8% (1723)	<b>29.8%</b> (14)	<b>24%</b> (12)
Nursing home	<b>Before</b>	18.1% (1775)	<b>16%</b> (8)	<b>20</b> (10)
	<b>After</b>	25.8% (2241)	<b>19.1%</b> (9)	<b>28%</b> (14)
Palliative care	<b>Before</b>	0% (3)	<b>0%</b> (0)	<b>0%</b> (0)
	<b>After</b>	0.6% (51)	<b>0%</b> (0)	*
Transfer to another hospital	<b>Before</b>	0.9% (90)	*	*
	<b>After</b>	2.1% (185)	*	<b>0%</b> (0)
Long stay care	<b>Before</b>	0.2% (23)	<b>0%</b> (0)	<b>0%</b> (0)
	<b>After</b>	0.3%	<b>0%</b>	<b>0%</b>

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3
	(27)	(0)	(0)
No change in residence	84.3% (6544)	<b>83.7%</b> (36)	<b>70%</b> (35)
Own/carer's home to nursing/residential care	7.7% (937)	<b>8.3%</b> (4)	<b>14%</b> (7)

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
<b>Length of stay in the hospital:</b>			
2-10 days	47.7% (4662)	<b>58%</b> (29)	<b>50%</b> (25)
11-20 days	25.8% (2523)	<b>28%</b> (14)	<b>18%</b> (9)
21-30 days	11.5% (1127)	<b>6%</b> (3)	<b>10%</b> (5)
31-40 days	6.3% (613)	<b>4%</b> (2)	<b>6%</b> (3)
41-50 days	3.3% (319)	<b>0%</b> (0)	<b>4%</b> (2)
51-60 days	2.2% (212)	<b>4%</b> (2)	<b>4%</b> (2)
61-70 days	1.4% (134)	<b>0%</b> (0)	<b>2%</b> (1)
71-80 days	0.7% (70)	<b>0%</b> (0)	<b>2%</b> (1)
81-90 days	0.5% (46)	<b>0%</b> (0)	<b>2%</b> (1)
90 days or more	0.8% (76)	<b>0%</b> (0)	<b>2%</b> (1)
Range	3-391	<b>3 - 54</b>	<b>3 -103</b>
Median	11	<b>9</b>	<b>10</b>



# Appendix B

## Carer Demographics - Norfolk & Norwich University Hospital

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
<b>Age range</b>			
18-24	1% (46)	<b>0%</b> (0)	<b>0%</b> (0)
25-34	3.3% (154)	<b>0%</b> (0)	<b>0%</b> (0)
35-44	6% (280)	*	<b>0%</b> (0)
45-54	16.9% (787)	*	*
55-64	24.5% (1139)	<b>25%</b> (5)	<b>26.7%</b> (8)
65-74	18.9% (879)	<b>20%</b> (4)	<b>20%</b> (6)
75-84	20.1% (934)	<b>30%</b> (6)	<b>30%</b> (9)
85 years or older	8.2% (384)	<b>0%</b> (0)	<b>13.3%</b> (4)
Prefer not to say	1.2% (55)	*	<b>0%</b> (0)
<b>Gender</b>			
Male	31.5% (1460)	<b>21.1%</b> (4)	<b>16.7%</b> (5)
Female	67.4% (3128)	<b>78.9%</b> (15)	<b>83.3%</b> (25)
Other	0.1% (3)	<b>0%</b> (0)	<b>0%</b> (0)
Prefer not to say	1.1% (50)	*	<b>0%</b> (0)
<b>Ethnicity</b>			
White/White British	87.2% (4003)	<b>95%</b> (19)	<b>100%</b> (30)
Black/Black British	3.6% (167)	<b>0%</b> (0)	<b>0%</b> (0)
Asian/Asian British	3.9% (177)	<b>0%</b> (0)	<b>0%</b> (0)

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
Other	3.1% (143)	<b>0%</b> (0)	<b>0%</b> (0)
Prefer not to say	2.2% (103)	*	<b>0%</b> (0)

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
<b>Relationship to person</b>			
Spouse or partner	32.5% (1529)	<b>36.4%</b> (8)	<b>45.2%</b> (14)
Family member	56.3% (2649)	<b>54.5%</b> (12)	<b>51.6%</b> (16)
Friend	5.5% (261)	*	*
Professional carer (health or social care)	4.7% (221)	<b>0%</b> (0)	<b>0%</b> (0)
Other	1% (49)	<b>0%</b> (0)	<b>0%</b> (0)
<b>One of main carers for patient</b>			
Yes	76% (3268)	<b>80%</b> (16)	<b>76.7%</b> (23)

# Appendix C

## Staff Demographics - Norfolk & Norwich University Hospital

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
<b>% of patients encountered in role who have dementia/ possible dementia</b>			
Up to 25%	30.5% (4295)	<b>23.6%</b> (26)	<b>15.8%</b> (16)
26 - 50%	26.7% (3764)	<b>10.9%</b> (12)	<b>15.8%</b> (16)
51 - 75%	25% (3514)	<b>29.1%</b> (32)	<b>33.7%</b> (34)
More than 75%	17.8% (2502)	<b>35.5%</b> (39)	<b>34.7%</b> (35)
<b>Gender</b>			
Male	14.9% (2113)	<b>10%</b> (11)	<b>18.8%</b> (19)
Female	83.7% (11843)	<b>89.1%</b> (98)	<b>81.2%</b> (82)
Other	0.2% (34)	<b>0%</b> (0)	<b>0%</b> (0)
Prefer not to say	1.2% (164)	*	<b>0%</b> (0)
<b>Ethnicity</b>			
White/White British	76.3% (10802)	<b>90%</b> (99)	<b>80.2%</b> (81)
Asian/Asian British	10% (1421)	<b>7.3%</b> (8)	<b>6.9%</b> (7)
Black/Black British	4.8% (684)	<b>0%</b> (0)	*
Other	6.4% (902)	*	<b>10%</b> (10)
Prefer not to say	2.4% (345)	*	*

	National audit Round 4:	Your hospital Round 4:	Your hospital Round 3:
<b>Job role</b>			
Registered nurse (Band 5 or 6)	29.9% (4215)	<b>21.8%</b> (24)	<b>22.8%</b> (23)
Registered nurse (Band 7 or above)	10.9% (1542)	<b>7.3%</b> (8)	<b>4%</b> (4)
Healthcare assistant	25.4% (3587)	<b>18.2%</b> (20)	<b>24.8%</b> (25)
Doctor	9.7% (1370)	<b>15.5%</b> (17)	<b>28.7%</b> (29)
Allied healthcare professional	11.4% (1601)	<b>21.8%</b> (24)	<b>8.9%</b> (9)
Other	12.7% (1784)	<b>15.5%</b> (17)	<b>11%</b> (11)
<b>Hours worked per week</b>			
Up to 29 hours	13.3% (1873)	<b>18.5%</b> (20)	<b>12%</b> (12)
30 hours or more	86.7% (12217)	<b>81.5%</b> (88)	<b>88%</b> (88)
<b>Time worked in the hospital</b>			
Less than 6 months	6.8% (958)	<b>7.3%</b> (8)	<b>17%</b> (17)
6 - 11 months	9.1% (1284)	<b>7.3%</b> (8)	<b>12%</b> (12)
1 - 2 years	16.4% (2307)	<b>18.2%</b> (20)	<b>20%</b> (20)
3 - 5 years	20.1% (2828)	<b>14.5%</b> (16)	<b>16%</b> (16)
6 - 10 years	14.7% (2076)	<b>20.9%</b> (23)	<b>19%</b> (19)
11 - 15 years	10.6% (1490)	<b>6.4%</b> (7)	<b>5%</b> (5)
More than 15 years	22.4% (3150)	<b>25.5%</b> (28)	<b>11%</b> (11)

## Appendix D: Staff Suggestions

### Registered Nurses (Band 5 or 6)

Having access to gardens connected to the ward in the courtyard. Currently locked and only security have the keys.

Perhaps a bit more flexibility around the time patients are woken and given a wash.

Providing more staff [illegible]. Sometimes the needs of dementia patients are very high also changing bed spaces all the times increases their confusion.

More staff for 1:1 support for challenging and distressed patients.

Avoid moving patients from 8pm-8am. Improve on staffing, especially if patients need 1:1 for safety reasons.

Better training for all staff on supporting people with dementia including agency workers. More activities on wards and better access to day room facilities. Make day rooms more dementia friendly.

Extra staff at mealtimes and during day to offer snacks and support meals.

More staff when demand increases.

More volunteer work to do activities with patients who have dementia. Maybe everyone with dementia should have automatic referrals to the dementia support workers?

1. More bed space. Rehabilitation hospitals have 4 beds in the space that we have 6. 2. More room to store own clothes, policy to be dressed when no longer acutely ill needed but needs to be supported with patients having their own clothes and family laundering them. 3. Dining tables. 4. More support at mealtimes. Dementia team don't help on our ward.

Higher staffing levels to provide one-to-one for those patients who need it. This would increase staff morale and help the patient, as well as other patients as they will be given more help from the nurse. Radios/televisions on all [specialist] wards to help stimulate people with dementia. Cost shouldn't be thought of first.

To improve the education of nurse bank 'specials' and to get a standardised way of providing care and support.

Try to make their visits to any department easier and quicker for people with dementia. Requirement of assistance if the carer needs help.

More time to complete 'this is me' with patients and families, adequate staffing to support patients with increased needs and less pressure on bed flow when acuity high on ward.

A larger team of Dementia Specialist staff in the hospital.

Make it clearer at the bed space when a patient has dementia - clearer signposting.

More staff would be great but not always possible.

More training on dementia would be appreciated. As a general trained nurse working in an outpatient area, I often work with patients that have been diagnosed with dementia. I feel that more knowledge would help me to improve the care that I provide. We are all able to access learning from journals etc and it is important that we also take responsibility for our own learning.

Good communication between care providers (Hospital and Primary care), more accurate description about patients with dementia to be able to meet their needs.

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More staff is needed to support

Our ward is often a quick turnover of patients so we don't always get 'this is me' paperwork completed in a timely manner by next of kin. Due to business of ward I feel we don't get time needed to spend with dementia patients and staff can't gauge why patients are agitated (be if they may need commode, in pain). If staffing levels were better, they could spend more time supporting them and encouraging a better oral intake.

Need more training for healthcare assistants to encourage oral intake in people who have dementia, as nurses don't always have the time.

Only area that needs improvement is the ability to return to a patient several times to see if they will then accept intake.

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## **Registered Nurses (Band 7 or above)**

Dedicated dementia wards with appropriately trained staff.

More visual presence of dementia leads, visiting ward areas to work with staff to increase knowledge and better communication access to community records.

Larger dementia support team to cover longer hours.

Better study days regarding types of dementia, symptoms and resources.

---

## **Healthcare Assistants**

To always have full staffing.

Possibly by having more personal belongings around them including photos but to be fair space is limited and may be a cross infection issue.

Some members of staff should show more compassion to the patient who has dementia. If patient is confused and trying to stand up, staff shouldn't shout at the patient for him or her to sit down. Although staff should stop patronising patients and treat them as individuals.

Those needing 1:1 to have them. To provide confidence/resilience training as mandatory.

Our ward is excellent and do the best they can. We need to stimulate patients so they are not so bored.

More staff, we're short staffed majority of the time, so we can't spend as much time as we like supporting those patients who do have dementia.

More training on how to deal with wandering/agitated patients.

Although we have volunteers to help with keeping people occupied, it is unfortunate that there are never enough.

More time needed to spend with patients.

I feel we need more staff so more social activities can be made available for our patients.

Having the resources of a specialist trained health care assistant or clinical nurse to assist with dementia care on each ward would be a great asset.

More staffing on a regular basis. Having more colleagues on all shifts. Dementia friends, part of helping is learning the condition and understanding it. Also, helping families understand the condition.

More detailed information on the person within notes - previous life experience, likes and dislikes, triggers etc. More sessions with the dementia awareness teams or ability to interact with the Older People's Medicine wards.

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A wider choice of finger foods fish fingers and chicken nuggets not always nutritional.

More dementia training provided.

Q5- we never get together to talk as a team [illegible] dementia, provide care, may see would be good idea to arrange once a month a dementia meeting with staff. Q6- the ward try to arrange specials to help with patients when they need 1:1 but sometimes is not possible when not possible the patients aren't safe.

Snacks' are limited - biscuits. Finger food menu options are not great e.g. chips/chicken nuggets. Staff ratio to those need assistance is weak. Blood taking tends to happen around mealtimes.

Sometimes at meal times, doctor will still disturb the patients and sometimes the patient is eating and has to stop.

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## Doctors

Provide more activities for patients.

White boards/(laminated and pre-printed) to write the date and place (ward - hospital) where the patient is, to orientate the patient.

Have a dementia champion on each ward and make them known to the different teams looking after the patient.

Increase nurse staffing levels so they have more time to care for patients with dementia.

More dementia nurses.

More staff and volunteers are required for personal care/feeding/hydration and for keeping patients with dementia engaged with activities of their specific interest.

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## Allied Healthcare Professionals

Don't move patients at night or keep moving them from ward to ward.

Activities co-ordinators and more dementia support workers. Wider scope for dementia intensive support team.

Stop inappropriate stepdown/ward moves of people with dementia. I have met a patient with dementia who was moved 5 times within the two weeks he was with us. I would be muddled by that point!

'This is Me' documents to be filled out more consistently and highlighted as a useful tool to aid care and discharge planning.

Not trying to rush the discharge of patients with dementia because of bed shortages.

To avoid moving people with dementia around wards.

Get more patients with dementia out of bed and moving rather than being left in bed flat on their back reducing stimulation and increasing confusion.

More snacks available.

They could support the carers more.

Information sheet in notes on likes/dislikes, what they used to do etc. to help us to engage with them.

All staff may benefit from more training/learning in Person Centred Care.

Higher staffing levels to support patients fully. Reduction in patients being moved wards - multiple times.

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## Other

Specialist training considering we are a dementia ward.

Providing more opportunities for patients to get away from the ward. More staff would allow patients to go outside and do activities away from the bed space.

Regular training and observing staff engaging with patients with dementia.

Patients should be taken outside when possible as the ward environment isn't very dementia friendly. Many patients also feel frustrated to be stuck in the ward environment for long periods of time.

More training and experience to all staff who encounter people with Dementia. Better understanding and awareness is needed, also refreshers with "real" life stories. Yearly mandatory training.

Not moving patients during the night with dementia.

I think even administration on the ward needs some dementia training as I encounter people everyday - usually at my desk!

Extra staff to communicate and entertain those with certain types of dementia who enjoy company and stimulation.

We need more staff to help us on the wards.

When patients from Ambulance and Emergency arrive on the ward and they have already been identified as dementia patients, to have the blue wristband on so we are able to start caring and supporting them. I understand that that sort of information is given via handovers, but admin staff may not know this, and this could allow us to help communicate with the patient.

Carers and relatives could be more involved at meal times.

Make sure we read 'This is me', maybe sign once read.

The food needs to be improved, not enough finger foods offered and the sandwiches are very dry, the catering staff need to be trained a lot better.

Too many red trays and not enough mealtime staff to assist to give time and encouragement to some patients.

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The National Audit of Dementia (care in general hospitals) is commissioned by the Healthcare Quality Improvement Partnership (HQIP) as part of the National Clinical Audit and Patient Outcomes Programme (NCAPOP). HQIP is led by a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing, and National Voices. Its aim is to promote quality improvement in patient outcomes, and in particular, to increase the impact that clinical audit, outcome review programmes and registries have on healthcare quality in England and Wales. HQIP holds the contract to commission, manage and develop the National Clinical Audit and Patient Outcomes Programme (NCAPOP), comprising around 40 projects covering care provided to people with a wide range of medical, surgical and mental health conditions. The programme is funded by NHS England/NHS Improvement, the Welsh Government and, with some individual projects, other devolved administrations and crown dependencies [www.hqip.org.uk/national-programmes](http://www.hqip.org.uk/national-programmes).

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Royal College of Psychiatrists' Centre for Quality Improvement  
21 Prescott Street  
London  
E1 8BB

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Contact:  
[nad@rcpsych.ac.uk](mailto:nad@rcpsych.ac.uk)  
[www.nationalauditofdementia.org.uk](http://www.nationalauditofdementia.org.uk)