

**National Audit of Dementia  
Care in General Hospitals 2016-2017**

**Local report appendices for:**

**Queen Elizabeth Hospital Birmingham**

**University Hospital Birmingham NHS Foundation Trust**

**July 2017**

**Commissioned by:**



**HQIP**

Healthcare Quality  
Improvement Partnership

Many thanks to Hwyl for permission to use the cover artwork. Hwyl is an art project run by Dementia Matters in Powys (DMiP) and Arts Alive Wales based at the Brecon War Memorial Hospital. The project focuses on working with elderly patients on hospital wards, with their families, carers, the ward staff and artists on a weekly basis.

With thanks to Rhiannon Davies (DMiP) and Tessa Waite (Arts Alive Wales).

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## Introduction to the appendices

This is the appendices for your local report. Your local report is in a separate document. The appendices present data from Round 3 of the National Audit of Dementia, both at a national level and for your hospital. Data for your hospital in Round 2 is also shown where applicable. When comparing Round 2 data with Round 3 data, please be aware that differences in sample sizes and slight wording changes to some questions, can affect results in both rounds. Therefore, conclusions made from comparing the data should be with caution. Hospitals with less than five returns for the carer or staff questionnaires have not received any data and returns of 5 to 9 questionnaires have not received demographic information. The table below shows how the data tables in the appendices are laid out and what information you can find in each cell.

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
Standard reference and type. Standards document can be found on the <a href="#">audit website</a> .	Question number. Orange items in the casenote audit appendix show low inter-rater reliability.	Question wording as in tool.	The national audit refers to all hospitals from England and Wales that participated in the Round 3 audit.	Data for your hospital from Round 3.	If the same question or a similar question was asked in Round 2, we have provided your Round 2 response for comparison. The carer and staff questionnaires are new tools and therefore this column has been excluded in these appendices.
			We have provided the percentage 'yes' response (unless otherwise indicated) and the numerator/denominator. The denominator will change throughout the appendices, depending on whether questions were routed (not asked in some instances), 'N/A' responses were chosen (these have been excluded from the analyses), or where staff and carers did not respond.		

For the organisational checklist, data from 199 hospitals are included in the national audit column (all the registered participants).

195 hospitals participated in the casenote audit, returning 10047 casenotes and this is shown in the national audit column. The national audit column for the casenote audit also shows the median and the inter quartile range for each question (where applicable). Question items which were found to have lower agreement in the inter-rater reliability analysis (see audit [website](#)) have been coloured orange.

196 hospitals returned carer questionnaires. Data from all questionnaires (4664) is presented in the carer questionnaire data tables in Appendix E.

198 hospitals returned staff questionnaires. Data from all questionnaires (14416) is presented in Appendix G. For some questionnaire items, the data for the two most positive answers have been combined, as well as being presented separately. This is provided both at a national level and for your hospital.

# Appendix A: Organisational checklist data

## Governance and delivery of care

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
4.1 [2]	1	A care pathway or bundle for patients with dementia is in place:			
		Yes	<b>60.8%</b> 121/199	<b>Yes</b>	Yes
		In development	<b>26.1%</b> 52/199		
4.2 [2]	1a	<i>(If Q1=Yes or In development)</i> A senior clinician is responsible for implementation and/ or review of the care pathway: (y/n)	<b>97.1%</b> 168/173	<b>Yes</b>	Yes
4.1 [2]	1b	<i>(If Q1=Yes or In development)</i> The dementia care pathway/ bundle is integrated within or linked to the following care pathways:			
		Delirium			
		Yes	<b>65.9%</b> 114/173	<b>Yes</b>	New question for Round 3
		Pathway in development	<b>26.6%</b> 46/173		
		Stroke			
		Yes	<b>32.9%</b> 57/173	<b>Yes</b>	New question for Round 3
		Pathway in development	<b>21.4%</b> 37/173		
		Fractured neck of femur			
		Yes	<b>43.6%</b> 75/172	<b>Yes</b>	New question for Round 3
		Pathway in development	<b>24.4%</b> 42/172		
4.7 [2]	2	The Executive Board regularly reviews information collected on:			
	2a	Re-admissions, in which patients with dementia can be identified in the total number of patients re-admitted (y/n)	<b>31.7%</b> 63/199	<b>Yes</b>	Yes
	2b	Delayed discharge/ transfers, in which patients with dementia can be identified in the total number of patients with delayed discharge/ transfers (y/n)	<b>31.7%</b> 63/199	<b>Yes</b>	Yes
4.4 [2]	3	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 (y/n)	<b>60.3%</b> 120/199	<b>Yes</b>	Yes



Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
4.5 [2]	4	The Executive Board regularly receives feedback from the following:			
	4a	Clinical Leads for older people and people with dementia including Modern Matrons/ Nurse Consultant (y/n)	<b>84.9%</b> 169/199	<b>Yes</b> Yes	
	4b	Complaints – analysed by age (y/n)	<b>52.3%</b> 104/199	<b>Yes</b> No	
	4c	Patient Advice and Liaison Services (PALS) – in relation to the services for older people and people with dementia (y/n/na (hospitals in Wales))	<b>58.6%</b> 106/181	<b>Yes</b> Yes	
	4d	Patient/ public forums or local Healthwatch – in relation to services for older people and people with dementia (y/n)	<b>67.3%</b> 134/199	<b>Yes</b> No	
4.11 [2]	5	There are champions for dementia at:			
	5a	Directorate level (y/n)	<b>81.9%</b> 163/199	<b>Yes</b> Yes	
	5b	Ward level (y/n)	<b>93.5%</b> 186/199	<b>Yes</b> Yes	
N4a [3]	6	Dementia specialist nurses are employed in line with Royal College of Nursing guidance (there is at least one full time dementia specialist nurse for every 300 admissions of people with dementia per year): (y/n)	This question is not reported on as feedback showed hospitals found it difficult to interpret.		
N4b [3]	7	Has a strategy or plan for carer engagement been produced (e.g. using Triangle of Care self-assessment tool)? (y/n)	<b>76.9%</b> 153/199	<b>Yes</b> New question for Round 3	
	8	<i>(If Q7=Yes)</i> Is implementation of the strategy or plan scheduled for review?			
		Yes, more than once a year	<b>41.2%</b> 63/153	<b>Yes, once a year</b>	New question for Round 3
		Yes, once a year	<b>34.6%</b> 53/153		
Yes, less than once a year	<b>20.3%</b> 31/153				

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
N4c [3]	9	A Dementia Working Group is in place and reviews the quality of services provided in the hospital: (y/n)	<b>93.5%</b> 186/199	<b>Yes</b>	New question for Round 3
	9a	<i>(If Q9=Yes)</i> The group meets:			
		Annually	<b>0.5%</b> 1/186	<b>Weekly</b>	New question for Round 3
		Bi-annually	<b>0.5%</b> 1/186		
		Quarterly	<b>30.1%</b> 56/186		
		Six-weekly	<b>4.3%</b> 8/186		
		Monthly	<b>33.3%</b> 62/186		
		Bi-monthly	<b>29%</b> 54/186		
		Weekly	<b>0.5%</b> 1/186		
		Unknown	<b>1.6%</b> 3/186		
	9b	<i>(If Q9=Yes)</i> The group includes:			
		Healthcare professionals	<b>100%</b> 186/186	√	New question for Round 3
		Organisations e.g. Alzheimer's Society	<b>64%</b> 119/186	√	
Carer/ service user representation	<b>66.1%</b> 123/186	-			
N7a [3]	10	Ward staffing levels (nurses, midwives and care staff) are made available for the public to view on a monthly basis: (y/n)	<b>88.4%</b> 176/199	<b>Yes</b>	New question for Round 3
	11	An evidence-based tool is used for establishing ward staffing levels: (y/n)	<b>99%</b> 197/199	<b>Yes</b>	New question for Round 3
3.7 [1]	12	Protected mealtimes are established in all wards that admit adults with known or suspected dementia: (y/n)	<b>98%</b> 195/199	<b>Yes</b>	Yes
	12a	<i>(If Q12=Yes)</i> Wards' adherence to protected mealtimes is reviewed and monitored: (y/n)	<b>88.7%</b> 173/195	<b>Yes</b>	Yes
3.8 [1]	13	The hospital has in place a scheme/ programme which allows identified carers of people with dementia to visit at any time including at mealtimes (e.g. Carer's Passport): (y/n)	<b>88.9%</b> 177/199	<b>Yes</b>	New question for Round 3

## Discharge and transfer monitoring

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
N5a [3]	14	Instances where less than 24 hours notice of discharge has been given to carers or family are compiled and reported to the Executive Board:			
		Yes, within the past 6 months	<b>4%</b> 8/199	<b>No</b>	New question for Round 3
		Yes, within the last year	<b>1.5%</b> 3/199		
N3c [3]	15	Instances of night time bed moves (i.e. between the evening meal and breakfast the next morning) are noted and reported at Executive Board level: (y/n)	<b>38.2%</b> 76/199	<b>Yes</b>	New question for Round 3

## Use of personal information documents

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	16	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: (y/n)	<b>98.5%</b> 196/199	<b>Yes</b>	Yes
	17a	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes personal details, preferences and routines: (y/n)	<b>100%</b> 196/196	<b>Yes</b>	Yes
	17b	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes reminders or support with personal care: (y/n)	<b>98.5%</b> 193/196	<b>Yes</b>	Yes
	17c	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes recurring factors that may cause or exacerbate distress: (y/n)	<b>100%</b> 196/196	<b>Yes</b>	Yes
	17d	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes support or actions that can calm the person if they are agitated: (y/n)	<b>99%</b> 194/196	<b>Yes</b>	Yes
1.15 [3]	17e	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes life details which aid communication: (y/n)	<b>99.5%</b> 195/196	<b>Yes</b>	Yes
1.14 [1]	18	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes how the person with dementia communicates with others/ understands communication: (y/n)	<b>99.5%</b> 195/196	<b>Yes</b>	New question for Round 3



Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	19	(If Q16=Yes) The form prompts staff to approach carers or relatives to collate necessary information: (y/n)	<b>93.4%</b> 183/196	<b>Yes</b>	Yes
20	Documenting use of personal information in practice: Hospitals selected three wards ( <b>not</b> mental health wards) which had the highest admissions of people with dementia. 10 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" (any patients with dementia who did not require a personal information document were excluded).				
	Ward 1:		<b>West 1</b>		New question for Round 3
	Ward 2:		<b>518</b>		
	Ward 3:		<b>Harborne</b>		
	Number of patients checked:		-	<b>24</b>	New question for Round 3
	Range		<b>0-40</b>	-	-
	Median		<b>10</b>	-	-
	Number of these patients where the information was present:		-	<b>17</b>	New question for Round 3
	Percentage of patients where the information was present:		-	<b>71%</b>	New question for Round 3
	Range		<b>0-100%</b>	-	-
	Mean		<b>49%</b>	-	-
Median		<b>50%</b>	-	-	

## Recognition of dementia

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
9.3 [1]	21	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: (y/n)	<b>90.5%</b> 180/199	<b>Yes</b>	No

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
9.3 [1]	<i>(If Q21=Yes)</i> Please say what this is:				
	21a	A visual indicator, symbol or marker	<b>91.1%</b> 164/180	-	N/A
		Alert sheet or electronic flag	<b>23.9%</b> 43/180	✓	
		A box to highlight or alert dementia condition in the notes or care plan	<b>33.9%</b> 61/180	✓	
		Other	<b>18.9%</b> 34/180	✓	
	22	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>70.4%</b> 140/199	<b>Yes</b>	Yes
	<i>(If Q22=Yes)</i> Please say what this is:				
	22a	A visual indicator, symbol or marker	<b>87.1%</b> 122/140	-	Other
		Alert sheet or electronic flag	<b>18.6%</b> 26/140	✓	
		A box to highlight or alert dementia condition in the notes or care plan	<b>20.7%</b> 29/140	-	
Other		<b>17.9%</b> 25/140	✓		
9.13 [2]	23	The dementia lead or dementia working group collates feedback from carers on the written and verbal information provided to them: (y/n)	<b>81.9%</b> 163/199	<b>Yes</b>	New question for Round 3

## Training, learning and development

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
7.2 [2]	24	There is a training and knowledge framework or strategy that identifies necessary skill development in working with and caring for people with dementia: (y/n)	<b>95.5%</b> 190/199	<b>Yes</b>	Yes

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
7.4 [2]	25	The following questions are about training that is provided to acute healthcare staff who are involved in the care of people with dementia (or suspected dementia):			
		Dementia awareness training:			
		Doctors			
		Mandatory	<b>46.2%</b> 92/199	-	√
		Provided on induction	<b>63.3%</b> 126/199	√	-
		Provided in the last 12 months	<b>58.8%</b> 117/199	√	√
		Not provided in the last 12 months	<b>8.5%</b> 17/199	-	-
		Nurses			
		Mandatory	<b>51.8%</b> 103/199	-	-
		Provided on induction	<b>74.4%</b> 148/199	√	-
		Provided in the last 12 months	<b>68.3%</b> 136/199	√	√
		Not provided in the last 12 months	<b>1%</b> 2/199	-	-
		Healthcare assistants			
		Mandatory	<b>51.8%</b> 103/199	-	-
		Provided on induction	<b>71.4%</b> 142/199	√	-
		Provided in the last 12 months	<b>68.3%</b> 136/199	√	√
		Not provided in the last 12 months	<b>1%</b> 2/199	-	-
		Other allied healthcare professionals, e.g. physiotherapists, dieticians			
		Mandatory	<b>47.7%</b> 95/199	-	-
		Provided on induction	<b>64.8%</b> 129/199	√	-
		Provided in the last 12 months	<b>67.8%</b> 135/199	√	√
		Not provided in the last 12 months	<b>3.5%</b> 7/199	-	-

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
7.4 [2]	25	Support staff in the hospital, e.g. housekeepers, porters, receptionists			
		Mandatory	<b>41.2%</b> 82/199	-	-
		Provided on induction	<b>57.8%</b> 115/199	√	-
		Provided in the last 12 months	<b>63.8%</b> 127/199	√	√
		Not provided in the last 12 months	<b>11.1%</b> 22/199	-	-
7.11 [3]	26	Involvement of people with dementia and carers and use of their experiences is included in the training for ward staff: (y/n)	<b>82.4%</b> 164/199	<b>Yes</b>	Yes
7.5 [3]	27	What format is used to deliver basic dementia awareness training?			
		eLearning module	<b>72.9%</b> 145/199	√	New question for Round 3
		Workshop or study day	<b>91%</b> 181/199	√	
		Higher education module	<b>22.6%</b> 45/199	-	
		Other	<b>29.1%</b> 58/199	√	

7.5 [3]	28	Hospitals were asked to provide figures on the number of staff trained in dementia awareness. Only 34 hospitals could provide this for at least one of the years specified. Therefore, there is no data on training figures.
N7b [3]	29	What is the total number of adult beds excluding maternity and mental health beds in your hospital at 31 March 2016? This information was to compare with question 28 so is therefore not included.

## Specific resources supporting people with dementia

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
6.2 [2]	30	The hospital has access to intermediate care services, which will admit people with dementia: (y/n)	<b>93%</b> 185/199	<b>Yes</b>	Yes
6.3 [3]	30a	<i>(If Q30=Yes)</i> Access to intermediate care services allows people with dementia to be admitted to intermediate care directly and avoid unnecessary hospital admission: (y/n)	<b>84.3%</b> 156/185	<b>Yes</b>	Yes
7.1 [2]	31	There is a named dignity lead to provide guidance, advice and consultation to staff: (y/n)	<b>70.4%</b> 140/199	<b>Yes</b>	Yes
6.4 [2]	32	There is a named person/ identified team who takes overall responsibility for complex needs discharge and this includes people with dementia: (y/n)	<b>95.5%</b> 190/199	<b>Yes</b>	Yes
6.5 [2]	33a	<i>(If Q32=Yes)</i> This person/ team has training in ongoing needs of people with dementia: (y/n)	<b>92.6%</b> 176/190	<b>Yes</b>	Yes
6.6 [3]	33b	<i>(If Q32=Yes)</i> This person/ team has experience of working with people with dementia and their carers: (y/n)	<b>98.4%</b> 187/190	<b>Yes</b>	Yes
6.7 [2]	34	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: (y/n)	<b>75.9%</b> 151/199	<b>Yes</b>	Yes

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
N3b [2]	35	The hospital can provide finger foods for people with dementia (please select one option only):			New question for Round 3
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery (finger food) on every day	<b>65.3%</b> 130/199	-	
		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> 2/199	-	
		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%</b> 0/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on only one day per week	<b>0%</b> 0/199	-	
		Finger food consists of sandwiches/wraps only	<b>33.7%</b> 67/199	√	
		Patients who may be unable to use cutlery will never be admitted to the hospital	<b>0%</b> 0/199	-	
3.11 [2]	36	The hospital can provide 24 hour food services for people with dementia (please select one option only):			New question for Round 3
		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>50.8%</b> 101/199	√	
		In addition to the main meals, other food, for example toast, sandwiches, cereals, soup are available, but less than 24 hours a day	<b>10.6%</b> 21/199	-	
		Simple food supplies for example bread, cereal, yoghurt and biscuits are available 24 hours a day	<b>32.2%</b> 64/199	-	
		Only snacks (biscuits, cake) are available 24 hours a day	<b>3%</b> 6/199	-	
Food is not available 24 hours a day	<b>3.5%</b> 7/199	-			
6.10 [2]	37	There is access to advocacy services with experience and training in working with people with dementia: (y/n)	<b>95%</b> 189/199	<b>Yes</b>	Yes



## Environment

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
6.11 [3]	Opportunities for social interaction for patients with dementia are available (e.g. to eat/ socialise away from their bed area with other patients):				
	38	On all adult wards	<b>15.1%</b> 30/199	√	New question for Round 3
		On care of the elderly wards	<b>38.7%</b> 77/199	-	
		Other	<b>30.2%</b> 60/199	-	
		No	<b>16.1%</b> 32/199	-	
N8a [3]	The physical environment within the hospital has been reviewed using an appropriate tool (e.g. King's Fund Enhancing the Healing Environment) to establish whether it is "dementia-friendly":				
	39	Throughout the hospital	<b>42.7%</b> 85/199	√	New question for Round 3
		All adult wards/ areas	<b>13.6%</b> 27/199	-	
		All care of the elderly wards/ areas	<b>18.1%</b> 36/199	-	
		Designated dementia wards only	<b>3%</b> 6/199	-	
		Other	<b>13.1%</b> 26/199	-	
		No	<b>9.5%</b> 19/199	-	
	40	<i>(If Q39=Yes)</i> Environmental changes based on the review are:			
		Completed	<b>15%</b> 27/180	-	New question for Round 3
		Underway	<b>56.7%</b> 102/180	√	
		Planned but not yet underway	<b>10%</b> 18/180	-	
		Planned but funding has not been identified	<b>15.6%</b> 28/180	-	
		Plans are not in place	<b>2.8%</b> 5/180	-	

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
N8a [3]	<i>(If Q39=Yes)</i> Service users/ carers/ lay volunteers have been part of the team reviewing the environment:				
	41	Throughout the hospital	<b>36.7%</b> 66/180	-	New question for Round 3
		All adult wards/ areas	<b>9.4%</b> 17/180	-	
		All care of the elderly wards/ areas	<b>13.3%</b> 24/180	√	
		Designated dementia wards only	<b>5%</b> 9/180	-	
		Other	<b>13.3%</b> 24/180	-	
		They have not been part of the team	<b>22.2%</b> 40/180	-	
	<i>(If Q39=Yes)</i> There are plans to further review the changes implemented:				
	42	Yes, we are already undertaking/ have already done this	<b>49.4%</b> 89/180	√	New question for Round 3
		Yes, once the work is completed	<b>40%</b> 72/180	-	
		No plans are in place	<b>10.6%</b> 19/180	-	

## Appendix B: Patient demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
34 - 65	<b>2.2%</b> (221)	<b>1.9%</b> (1)
66 - 80	<b>24.3%</b> (2445)	<b>30.8%</b> (16)
81 - 100	<b>73%</b> (7332)	<b>67.3%</b> (35)
101 - 108	<b>0.4%</b> (39)	<b>0%</b> (0)
Unknown	<b>0.1%</b> (10)	<b>0%</b> (0)

Age	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	<b>34 - 108</b>	<b>65 - 96</b>
Mean	<b>84</b>	<b>82.8</b>
Median	<b>85</b>	<b>83.5</b>

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>40.1%</b> (4029)	<b>46.2%</b> (24)
Female	<b>59.9%</b> (6018)	<b>53.8%</b> (28)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>82.1%</b> (8250)	<b>82.7%</b> (43)
Black/ Black British	<b>1.2%</b> (123)	<b>0%</b> (0)
Asian/ Asian British	<b>1.9%</b> (193)	<b>9.6%</b> (5)
Chinese	<b>0.1%</b> (10)	<b>0%</b> (0)
Mixed	<b>0.1%</b> (11)	<b>1.9%</b> (1)
Not documented	<b>2.1%</b> (210)	<b>3.8%</b> (2)
Other	<b>12.4%</b> (1250)	<b>1.9%</b> (1)

First language	National audit Round 3: % (N)	Your hospital Round 3: % (N)
English	<b>77.4%</b> (7778)	<b>82.7%</b> (43)
Welsh	<b>0.6%</b> (61)	<b>0%</b> (0)
Other European language	<b>1%</b> (96)	<b>0%</b> (0)
Asian language	<b>1.4%</b> (144)	<b>3.8%</b> (2)
Not documented	<b>19%</b> (1909)	<b>11.5%</b> (6)
Other	<b>0.6%</b> (59)	<b>1.9%</b> (1)

Primary diagnosis/ cause of admission*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Respiratory	<b>19.9%</b> (1998)	<b>32.7%</b> (17)
Fall	<b>13.3%</b> (1332)	<b>17.3%</b> (9)
Urinary/ renal	<b>9%</b> (901)	<b>3.8%</b> (2)
Hip dislocation/ hip fracture	<b>7.5%</b> (754)	<b>5.8%</b> (3)
Sepsis	<b>6.3%</b> (633)	<b>7.7%</b> (4)
Delirium/ confusion	<b>6%</b> (604)	<b>7.7%</b> (4)
Gastrointestinal	<b>5.9%</b> (595)	<b>1.9%</b> (1)
Cardiac/ vascular	<b>5.1%</b> (517)	<b>3.8%</b> (2)
Stroke	<b>3.8%</b> (380)	<b>1.9%</b> (1)
Neurological	<b>3.6%</b> (364)	<b>1.9%</b> (1)
Skin lacerations/ lesions	<b>2%</b> (204)	<b>1.9%</b> (1)
Impaired consciousness	<b>2%</b> (198)	<b>0%</b> (0)
Dementia**	<b>1.9%</b> (195)	<b>0%</b> (0)
Other	<b>1.9%</b> (192)	<b>1.9%</b> (1)
Unable to cope/ frailty	<b>1.6%</b> (160)	<b>1.9%</b> (1)
Dehydration	<b>1.4%</b> (143)	<b>3.8%</b> (2)
Haematology	<b>1.1%</b> (115)	<b>0%</b> (0)
Endocrine/ metabolic	<b>1.1%</b> (112)	<b>1.9%</b> (1)
Other fractures	<b>1%</b> (96)	<b>0%</b> (0)
Cancer	<b>0.9%</b> (94)	<b>0%</b> (0)
Surgical/ non-surgical procedure	<b>0.9%</b> (86)	<b>0%</b> (0)
Pain/ swelling	<b>0.8%</b> (85)	<b>0%</b> (0)
Hepatology	<b>0.8%</b> (84)	<b>3.8%</b> (2)
Oral/ visual/ auditory	<b>0.4%</b> (45)	<b>0%</b> (0)
Rheumatic	<b>0.4%</b> (45)	<b>0%</b> (0)
Psychiatric	<b>0.4%</b> (42)	<b>0%</b> (0)
Adverse reaction to medication/ allergy/ overdose	<b>0.3%</b> (28)	<b>0%</b> (0)
Injury/ trauma	<b>0.2%</b> (24)	<b>0%</b> (0)
Not documented/ unknown	<b>0.2%</b> (21)	<b>0%</b> (0)

\*Primary cause of admission was taken as the first reason entered on the casenote audit.

\*\*Out of 195 noted with Dementia as cause of admission, 142 of these had dementia as the only cause of admission.

Speciality of the ward patients spent the longest time in	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Care of the Elderly/ Complex Care	<b>41.1%</b> (4125)	<b>48.1%</b> (25)
General Medical	<b>23.5%</b> (2359)	<b>23.1%</b> (12)
Other Medical	<b>9.9%</b> (999)	<b>11.5%</b> (6)
Orthopaedics	<b>8.9%</b> (892)	<b>9.6%</b> (5)
Surgical	<b>6.8%</b> (681)	<b>3.8%</b> (2)
Stroke	<b>4.5%</b> (456)	<b>0%</b> (0)
Cardiac	<b>2.5%</b> (248)	<b>3.8%</b> (2)
Other	<b>1.4%</b> (136)	<b>0%</b> (0)
Nephrology	<b>0.5%</b> (52)	<b>0%</b> (0)
Obstetrics/ Gynaecology	<b>0.4%</b> (41)	<b>0%</b> (0)
Critical Care	<b>0.2%</b> (23)	<b>0%</b> (0)
Oncology	<b>0.2%</b> (22)	<b>0%</b> (0)
Unknown	<b>0.1%</b> (13)	<b>0%</b> (0)

Patients who:	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Died in hospital	<b>12.8%</b> (1285)	<b>25%</b> (13)
Self-discharged from hospital	<b>0.1%</b> (12)	<b>0%</b> (0)
Were marked 'fast track discharge'/ 'discharge to assess'/ 'transfer to assess'/ expedited with family agreement for recorded reasons	<b>5.5%</b> (482)	<b>5.1%</b> (2)
Received end of life care in hospital/ was on an end of life care plan	<b>13%</b> (1302)	<b>23.1%</b> (12)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
2 - 10 days	<b>45.3%</b> (4553)	<b>40.4%</b> (21)
11 – 20 days	<b>25.5%</b> (2559)	<b>38.5%</b> (20)
21 – 30 days	<b>11.3%</b> (1132)	<b>3.8%</b> (2)
31 – 40 days	<b>6.7%</b> (671)	<b>9.6%</b> (5)
41 – 50 days	<b>4.2%</b> (418)	<b>0%</b> (0)
51 – 60 days	<b>2.3%</b> (230)	<b>3.8%</b> (2)
61 – 70 days	<b>1.7%</b> (168)	<b>1.9%</b> (1)
71 – 80 days	<b>1%</b> (102)	<b>1.9%</b> (1)
81 – 90 days	<b>0.6%</b> (62)	<b>0%</b> (0)
More than 90 days	<b>1.5%</b> (152)	<b>0%</b> (0)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	<b>2-775</b>	<b>3-72</b>
Median (days)	<b>12</b>	<b>12</b>

Place of residence before/ after admission	National audit Round 3: % (N)		Your hospital Round 3: % (N)	
	Before	After*	Before	After*
Own home	<b>57.7%</b> (5793)	<b>40.2%</b> (3519)	<b>51.9%</b> (27)	<b>35.9%</b> (14)
Respite care	<b>0.8%</b> (80)	<b>1.6%</b> (136)	<b>0%</b> (0)	<b>0%</b> (0)
Rehabilitation	<b>0.4%</b> (37)	<b>2.4%</b> (207)	<b>0%</b> (0)	<b>5.1%</b> (2)
Psychiatric ward	<b>0.5%</b> (48)	<b>0.7%</b> (62)	<b>0%</b> (0)	<b>0%</b> (0)
Carer's home	<b>2.1%</b> (212)	<b>2.1%</b> (181)	<b>0%</b> (0)	<b>0%</b> (0)
Intermediate care	<b>0.3%</b> (27)	<b>2%</b> (172)	<b>0%</b> (0)	<b>2.6%</b> (1)
Residential care	<b>16.9%</b> (1701)	<b>17.7%</b> (1551)	<b>19.2%</b> (10)	<b>25.6%</b> (10)
Nursing home	<b>19.7%</b> (1981)	<b>28.7%</b> (2511)	<b>28.8</b> (15)	<b>28.2%</b> (11)
Palliative care	<b>0%</b> (5)	<b>0.6%</b> (54)	<b>0</b> (0)	<b>0%</b> (0)
Transfer from another hospital	<b>1.4%</b> (145)	<b>3.9%</b> (343)	<b>0%</b> (0)	<b>2.6%</b> (1)
Long stay care	<b>0.2%</b> (18)	<b>0.3%</b> (26)	<b>0%</b> (0)	<b>0%</b> (0)

Change in residence*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
No change	<b>73.4%</b> (6428)	<b>84.6%</b> (33)
Own/ carer's home to nursing/ residential care	<b>11.1%</b> (972)	<b>5.1%</b> (2)

\*These figures exclude patients who died while in hospital.



## Appendix C: Casenote audit data

### Assessment

#### Multidisciplinary assessment

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
1.9 [1]	14	An assessment of mobility was performed by a healthcare professional: (y/n/could not be assessed for recorded reasons)	<b>93.8%</b> 8558/9126 (96%, 91-98%)	<b>90.7%</b> 39/43	92.5% 37/40	
	15	An assessment of nutritional status was performed by a healthcare professional: (y/n/could not be assessed for recorded reasons)	<b>89.8%</b> 8832/9837 (93%, 86-96%)	<b>94%</b> 47/50	69.2% 27/39	
	15a	(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>85.9%</b> 7580/8822 (89%, 79-96%)	<b>85.1%</b> 40/47	96.3% 26/27
		Other action taken	<b>4%</b> 352/8822 (2%, 0-5%)	<b>12.8%</b> 6/47	New answer options for Round 3	
	Yes or other action taken	<b>89.9%</b> 7932/2288 (93%, 85-98%)	<b>97.9%</b> 46/47			
1.10 [1]	16	Has a formal pressure ulcer risk assessment been carried out and score recorded? (y/n)	<b>95.5%</b> 9590/10044 (98%, 94-100%)	<b>100%</b> 52/52	97.5% 39/40	
1.12 [1]	17	As part of the multidisciplinary assessment has the patient been asked about any continence needs? (y/n/could not be assessed for recorded reasons)	<b>88%</b> 8572/9744 (92%, 85-97%)	<b>100%</b> 48/48	74.4% 29/39	
1.11 [1]	18	As part of the multidisciplinary assessment has the patient been assessed for the presence of any pain? (y/n/could not be assessed for recorded reasons)	<b>83.2%</b> 8185/9840 (90%, 77-98%)	<b>100%</b> 52/52	71.4% 25/35	

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.13 [1]	19	Has an assessment of functioning been carried out?			
		Yes, a standardised assessment has taken place	<b>45.3%</b> 4212/9294 (45%, 23-66%)	<b>22.5%</b> 9/40	62.9% 22/35
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	<b>42.8%</b> 3977/9294 (44%, 26-58%)	<b>57.5%</b> 23/40	New answer options for Round 3
		Yes, other	<b>1.7%</b> 161/9294 (0%, 0-2%)	<b>2.5%</b> 1/40	
		Yes (all options)	<b>89.8%</b> 8350/9294 (92%, 85-96%)	<b>82.5%</b> 33/40	

### Mental state assessment

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.3 [2]	20	Has a standardised mental status test been carried out? (y/n/could not be assessed for recorded reasons)	<b>54%</b> 4684/8682 (55%, 38-72%)	<b>34%</b> 16/47	45.9% 17/37
1.4 [2]	21	Has an assessment been carried out for recent changes or fluctuation in behaviour that may indicate the presence of delirium?			
		Yes, and there were indications that delirium may be present	<b>25.9%</b> 2603/10047 (24%, 14-36%)	<b>32.7%</b> 17/52	15% 6/40
		Yes, but there was no indication that delirium may be present	<b>18.5%</b> 1863/10047 (15%, 6-25%)	<b>13.5%</b> 7/52	47.5% 19/40
		Yes (both options)	<b>44.5%</b> 4466/10047 (42%, 27-60%)	<b>46.2%</b> 24/52	62.5% 25/40
1.5 [2]	21a	(If Q21=Yes) Has the patient been clinically assessed for delirium by a healthcare professional? (y/n)	<b>85.3%</b> 2220/2603 (90%, 78-100%)	<b>88.2%</b> 15/17	100% 6/6

## Information about the person with dementia

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
1.14 [1]	22	Does the care assessment contain a section dedicated to collecting information from the carer, next of kin or a person who knows the patient well? (y/n)	<b>57.2%</b> 5727/10010 (58%, 31-85%)	<b>55.8%</b> 29/52	72.5% 29/40
	22a	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding personal details, preferences and routines?			
		Yes	<b>47.4%</b> 2669/5626 (53%, 30-77%)	<b>72.4%</b> 21/29	66.7% 16/24
		Unknown*	<b>33.1%</b> 1865/5626 (14%, 0-44%)	<b>6.9%</b> 2/29	New answer option for Round 3
	22b	<i>(If Q22=Yes)</i> Has information been collected about the patient's food and drink preferences?			
		Yes	<b>44.1%</b> 2476/5616 (50%, 29-71%)	<b>69%</b> 20/29	New question for Round 3
		Unknown*	<b>34.1%</b> 1916/5616 (16%, 3-48%)	<b>10.3%</b> 3/29	
	22c	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding reminders or support with personal care?			
		Yes	<b>55.3%</b> 3116/5631 (64%, 42-80%)	<b>72.4%</b> 21/29	75% 18/24
		Unknown*	<b>29.9%</b> 1685/5631 (13%, 0-37%)	<b>6.9%</b> 2/29	New answer option for Round 3
	22d	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding recurring factors that may cause or exacerbate distress?			
		Yes	<b>32.6%</b> 1818/5583 (35%, 18-56%)	<b>48.3%</b> 14/29	69.6% 16/23
		Unknown*	<b>37.8%</b> 2110/5583 (20%, 5-50%)	<b>13.8%</b> 4/29	New answer option for Round 3

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	22e	(If Q22=Yes) Has information been collected about the patient regarding support or actions that can calm the person if they are agitated?			
		Yes	<b>28.2%</b> 1564/5539 (26%, 13-50%)	<b>55.2%</b> 16/29	40% 8/20
		Unknown*	<b>39.1%</b> 2167/5539 (20%, 7-52%)	<b>13.8%</b> 4/29	New answer option for Round 3
1.15 [3]	22f	(If Q22=Yes) Has information been collected about the patient regarding life details which aid communication?			
		Yes	<b>43.1%</b> 2413/5598 (50%, 25-70%)	<b>69%</b> 20/29	57.1% 12/21
		Unknown*	<b>35.3%</b> 1977/5598 (17%, 3-46%)	<b>10.3%</b> 3/29	New answer option for Round 3

\*Unknown response options refer to situations in which the information is usually recorded in a document which accompanies the patient (e.g. "This is Me" or patient passport) and no copy is available in the notes.

## Discharge

### Assessment before discharge

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
5.3 [2]	23	At the point of discharge the patient's level of cognitive impairment, using a standardised assessment, was summarised and recorded: (y/n)	<b>22.4%</b> 1639/7329 (17%, 9-30%)	<b>16.1%</b> 5/31	18.2% 6/33
	23a	<i>(If 23=No)</i> Please comment:			
		Patient too unwell/ not responsive	<b>3.3%</b> 189/5690	<b>0%</b> 0/26	New question for Round 3
		Patient has advanced dementia (i.e. patient's advanced dementia makes the assessment not appropriate)	<b>1.9%</b> 110/5690	<b>0%</b> 0/26	
		Not routine/ not standard practice	<b>5.8%</b> 331/5690	<b>0%</b> 0/26	
		Not documented/ unknown reason	<b>78.1%</b> 4444/5690	<b>96.2%</b> 25/26	
	Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	<b>10.8%</b> 616/5690	<b>3.8%</b> 1/26		
	24	At the point of discharge the cause of cognitive impairment was summarised and recorded: (y/n)	<b>69.1%</b> 5067/7329 (72%, 57-84%)	<b>74.2%</b> 23/31	57.6% 19/33
	25	Have there been any symptoms of delirium? (y/n)	<b>32.3%</b> 2367/7329 (33%, 22-41%)	<b>45.2%</b> 14/31	21.2% 7/33
	25a	<i>(If Q25=Yes)</i> Have the symptoms of delirium been summarised for discharge? (y/n)	<b>47.9%</b> 1133/2367 (45%, 33-64%)	<b>57.1%</b> 8/14	42.9% 3/7
26	Have there been any persistent behavioural and psychiatric symptoms of dementia (wandering, aggression, shouting) during this admission? (y/n)	<b>19.4%</b> 1425/7329 (19%, 13-26%)	<b>16.1%</b> 5/31	36.4% 12/33	
26a	<i>(If Q26=Yes)</i> Have the symptoms of behavioural and psychiatric symptoms of dementia been summarised for discharge? (y/n)	<b>44.5%</b> 635/1426 (40%, 23-60%)	<b>20%</b> 1/5	16.7% 2/12	

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
5.3 [2]	27	Is there a recorded referral to a social worker for assessment of housing and care needs due to a proposed change in residence?	<b>65.5%</b> 1649/2519 (71%, 53-89%)	<b>57.1%</b> 4/7	New question for Round 3
	27a (i)	<i>(If Q27=Yes):</i> There are documented concerns about the patient's capacity to consent to the referral:	<b>70.4%</b> 1161/1649 (75%, 50-89%)	<b>0%</b> 0/4	New question for Round 3
	27a (ii)	The patient had capacity on assessment and their consent is documented	<b>11.9%</b> 138/1161 (0%, 0-20%)	<b>0%</b> 0/0	
		The patient lacked requisite capacity and evidence of a best interests decision has been recorded	<b>69.9%</b> 811/1161 (75%, 50-90%)	<b>0%</b> 0/0	
		There is no record of either consent or best interest decision making*	<b>18.3%</b> 212/1161 (14%, 0-33%)	<b>0%</b> 0/0	
	27a (i)	There are no documented concerns about the patient's capacity to consent to the referral:	<b>29.6%</b> 488/1649 (25%, 11-50%)	<b>100%</b> 4/4	
	27a (iii)	The patients consent was requested and this is recorded	<b>29.1%</b> 142/488 (25%, 0-50%)	<b>25%</b> 1/4	
		There is no record of the patients consent*	<b>70.9%</b> 346/488 (75%, 50-100%)	<b>75%</b> 3/4	
	27a (ii & iii)	Consent or best interests (responses options combined)	<b>66.2%</b> 1091/1649 (67%, 50-86%)	<b>25%</b> 1/4	
		No consent or best interests (response options combined)	<b>33.8%</b> 558/1649 (33%, 14-50%)	<b>75%</b> 3/4	

\*Please note that these figures include 1.9% of casenotes where it was specified that the capacity assessment information is kept with social worker notes, which are unavailable to the auditor.



## Discharge coordination and multi-disciplinary team input

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
6.4 [2]	28	Did a named person/ identified team co-ordinate the discharge plan? (y/n/na)	<b>82%</b> 5807/7083 (89%, 72-96%)	<b>100%</b> 28/28	80% 24/30
5.4 [1]	29a	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with the person with dementia? (y/n/na)	<b>53.9%</b> 3327/6169 (55%, 38-72%)	<b>41.7%</b> 10/24	75% 21/28
	29b	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with the person's carer/ relative? (y/n/na)	<b>80.7%</b> 5597/6935 (82%, 71-91%)	<b>74.1%</b> 20/27	78.8% 26/33
	29c	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with the consultant responsible for the patient's care? (y/n)	<b>75.1%</b> 5501/7329 (81%, 63-91%)	<b>83.9%</b> 26/31	60.6% 20/33
	29d	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with other members of the multidisciplinary team? (y/n)	<b>81.5%</b> 5971/7329 (85%, 76-93%)	<b>67.7%</b> 21/31	63.6% 21/33
5.6 [1]	30	Has a single plan/ summary for discharge with clear updated information been produced? (y/n)	<b>85.1%</b> 6234/7329 (92%, 77-97%)	<b>96.8%</b> 30/31	78.8% 26/33
5.7 [2]	31	Are any support needs that have been identified documented in the discharge plan/ summary? (y/n/na)	<b>60.2%</b> 4211/6995 (61%, 44-79%)	<b>41.9%</b> 13/31	61.3% 19/31
5.8 [1]	32	Has the patient and/ or carer received a copy of the plan/ summary? (y/n/na)	<b>80.6%</b> 5621/6975 (94%, 72-100%)	<b>100%</b> 31/31	63.6% 21/33
N5b [2]	33	Was a copy of the discharge plan/ summary sent to the GP/ primary care team on the day of discharge? (y/n/na)	<b>93.6%</b> 6701/7156 (98%, 93-100%)	<b>100%</b> 31/31	New question for Round 3

## Discharge planning

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
5.1 [2]	34	Was discharge planning initiated within 24 hours of admission? (y/n/na)	<b>47.4%</b> 2483/5242 (48%, 27-67%)	<b>19%</b> 4/21	9.4% 3/32
	34a	<i>(If Q34=N/A)</i> Please select the recorded reason why discharge planning could not be initiated within 24 hours:			
		Patient acutely unwell	<b>62.5%</b> 1306/2088	<b>90%</b> 9/10	100% 1/1
		Patient awaiting assessment	<b>9.1%</b> 190/2088	<b>0%</b> 0/10	0% 0/1
		Patient awaiting history/ results	<b>6.1%</b> 127/2088	<b>0%</b> 0/10	0% 0/1
		Patient awaiting surgery	<b>9.6%</b> 200/2088	<b>0%</b> 0/10	0% 0/1
		Patient presenting confusion	<b>5.7%</b> 120/2088	<b>0%</b> 0/10	0% 0/1
		Patient on end of life plan	<b>0%</b> 1/2088	<b>0%</b> 0/10	-
		Patient being transferred to another hospital	<b>0.1%</b> 2/2088	<b>0%</b> 0/10	0% 0/1
		Patient unresponsive	<b>0.3%</b> 6/2088	<b>0%</b> 0/10	0% 0/1
		Patient being discharged to nursing/ residential care	<b>6.5%</b> 136/2088	<b>10%</b> 1/10	0% 0/1
		Not recorded	-	-	0% 0/1
Other	<b>0%</b> 0/2088	<b>0%</b> 0/10	0% 0/1		

## Support for carers and family

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
5.10 [2]	35	Carers or family have received notice of discharge and this is documented:			
		Less than 24 hours	<b>19.5%</b> 1432/7329	<b>35.5%</b> 11/31	30.3% 10/33
		24 hours	<b>12.2%</b> 897/7329	<b>6.5%</b> 2/31	6.1% 2/33
		25 - 48 hours	<b>14.7%</b> 1075/7329	<b>12.9%</b> 4/31	18.2% 6/33
		More than 48 hours	<b>27.1%</b> 1985/7329	<b>9.7%</b> 3/31	33.3% 11/33
		No notice at all	<b>0.5%</b> 35/7329	<b>0%</b> 0/31	0% 0/33
		Not documented	<b>24.2%</b> 1770/7329	<b>35.5%</b> 11/31	12.1% 4/33
		No carer, family, friend/ could not contact	<b>1.8%</b> 132/7329	<b>0%</b> 0/31	0% 0/33
		Patient specified information withheld	<b>0%</b> 3/7329	<b>0%</b> 0/31	New answer option for Round 3
5.5 [2]	36	An assessment of the carer's current needs has taken place in advance of discharge: (y/n/na)	<b>67.3%</b> 2605/3868 (70%, 50-88%)	<b>70%</b> 7/10	54.2% 13/24

## Appendix D: Carer demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
18 – 24 years	<b>1%</b> (48)	<b>0%</b> (0)
25 – 34 years	<b>2.9%</b> (133)	<b>0%</b> (0)
35 – 44 years	<b>5.6%</b> (259)	<b>6.5%</b> (3)
45 – 54 years	<b>16.2%</b> (749)	<b>13%</b> (6)
55 – 64 years	<b>25.8%</b> (1193)	<b>23.9%</b> (11)
65 – 74 years	<b>20.8%</b> (960)	<b>26.1%</b> (12)
75 – 84 years	<b>19.1%</b> (885)	<b>21.7%</b> (10)
85 years or over	<b>7.4%</b> (343)	<b>8.7%</b> (4)
Prefer not to say	<b>1.2%</b> (56)	<b>0%</b> (0)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>30.6%</b> (1413)	<b>21.7%</b> (10)
Female	<b>68.1%</b> (3150)	<b>76.1%</b> (35)
Other	<b>0.1%</b> (4)	<b>0%</b> (0)
Prefer not to say	<b>1.2%</b> (57)	<b>2.2%</b> (1)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>88.4%</b> (4079)	<b>86.7%</b> (39)
Black/ Black British	<b>3%</b> (140)	<b>0%</b> (0)
Asian/ Asian British	<b>3.3%</b> (152)	<b>6.7%</b> (3)
Mixed	<b>1%</b> (44)	<b>0%</b> (0)
Chinese	<b>0.2%</b> (9)	<b>0%</b> (0)
Other	<b>1.4%</b> (64)	<b>2.2%</b> (1)
Prefer not to say	<b>2.7%</b> (124)	<b>4.4%</b> (2)

Relationship to patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Spouse or partner	<b>33.5%</b> (1558)	<b>38.6%</b> (17)
Family member	<b>55.9%</b> (2597)	<b>56.8%</b> (25)
Friend	<b>4.4%</b> (203)	<b>2.3%</b> (1)
Professional carer (health or social care)	<b>5.4%</b> (249)	<b>2.3%</b> (1)
Other	<b>0.9%</b> (41)	<b>0%</b> (0)

One of main carers for patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Yes	<b>77.8%</b> (3356)	<b>82.5%</b> (33)

## Appendix E: Carer questionnaire data

### Patient care

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
9.3 [1]	1	Do you feel that hospital staff were well informed and understood the needs of the person you look after?		
		Yes, definitely	<b>46.5%</b> 2130/4578	<b>47.7%</b> 21/44
		Yes, to some extent	<b>43.3%</b> 1980/4578	<b>38.6%</b> 17/44
		No	<b>10.2%</b> 468/4578	<b>13.6%</b> 6/44
7.4 [2]	2	Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after?		
		Yes, definitely	<b>54.2%</b> 2489/4592	<b>48.9%</b> 22/45
		Yes, to some extent	<b>36.4%</b> 1672/4592	<b>44.4%</b> 20/45
		No	<b>9.4%</b> 431/4592	<b>6.7%</b> 3/45
1.14 [1]	3	Was the person you look after given enough help with personal care from hospital staff? <i>For example, eating, drinking, washing and using the toilet.</i>		
		Yes, definitely	<b>55.4%</b> 2456/4433	<b>61%</b> 25/41
		Yes, to some extent	<b>34.2%</b> 1515/4433	<b>31.7%</b> 13/41
		No	<b>10.4%</b> 462/4433	<b>7.3%</b> 3/41
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?		
		Yes, definitely	<b>76%</b> 3471/4569	<b>68.9%</b> 31/45
		Yes, to some extent	<b>20.8%</b> 952/4569	<b>24.4%</b> 11/45
		No	<b>3.2%</b> 146/4569	<b>6.7%</b> 3/45

## Communication

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
9.7 [2]	5	Were you (or the patient, where appropriate) kept clearly informed about their care and progress during the hospital stay? <i>For example, about plans for treatment and discharge.</i>		
		Yes, definitely	<b>41.8%</b> 1908/4566	<b>43.2%</b> 19/44
		Yes, to some extent	<b>40.4%</b> 1843/4566	<b>36.4%</b> 16/44
		No	<b>17.8%</b> 815/4566	<b>20.5%</b> 9/44
9.11 [2]	6	Were you (or the patient, where appropriate) involved as much as you wanted to be in decisions about their care?		
		Yes, definitely	<b>47.5%</b> 2138/4497	<b>48.9%</b> 22/45
		Yes, to some extent	<b>36.4%</b> 1637/4497	<b>33.3%</b> 15/45
		No	<b>16.1%</b> 722/4497	<b>17.8%</b> 8/45
1.14 [1]	7	Did hospital staff ask you about the needs of the person you look after to help plan their care?		
		Yes, definitely	<b>45.4%</b> 2053/4524	<b>45.5%</b> 20/44
		Yes, to some extent	<b>34.5%</b> 1563/4524	<b>36.4%</b> 16/44
		No	<b>20.1%</b> 908/4524	<b>18.2%</b> 8/44



## Overall

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
	8	Overall, how would you rate the care received by the person you look after during the hospital stay?	
		<b>34.5%</b> 1602/4645	<b>26.7%</b> 12/45
		<b>33.9%</b> 1575/4645	<b>42.2%</b> 19/45
		<b>17%</b> 790/4645	<b>13.3%</b> 6/45
		<b>9.6%</b> 446/4645	<b>13.3%</b> 6/45
		<b>5%</b> 232/4645	<b>4.4%</b> 2/45
	9	How likely would you be to recommend the service to friends and family if they needed similar care or treatment?	
		<b>42.5%</b> 1933/4544	<b>42.2%</b> 19/45
		<b>34.1%</b> 1551/4544	<b>31.1%</b> 14/45
		<b>14.3%</b> 648/4544	<b>15.6%</b> 7/45
		<b>4.8%</b> 220/4544	<b>6.7%</b> 3/45
		<b>4.2%</b> 192/4544	<b>4.4%</b> 2/45

## Support for the carer

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
	10	Overall, how satisfied are you with the support <b>you</b> have received from this hospital to help you in your role as a carer?	
		<b>50.3%</b> 2204/4379	<b>56.8%</b> 25/44
		<b>34%</b> 1487/4379	<b>29.5%</b> 13/44
		<b>9.9%</b> 434/4379	<b>11.4%</b> 5/44
		<b>5.8%</b> 254/4379	<b>2.3%</b> 1/44

## Appendix F: Staff demographics

% of patients encounter in role who have dementia/ possible dementia	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 25%	<b>31.9%</b> (4559)	<b>43.4%</b> (62)
26 - 50%	<b>25.6%</b> (3651)	<b>18.9%</b> (27)
51 - 75%	<b>24.4%</b> (3489)	<b>18.2%</b> (26)
More than 75%	<b>18.1%</b> (2588)	<b>19.6%</b> (28)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>15.7%</b> (2260)	<b>13.3%</b> (19)
Female	<b>83.2%</b> (11954)	<b>86.7%</b> (124)
Other	<b>0.2%</b> (34)	<b>0%</b> (0)
Prefer not to say	<b>0.8%</b> (113)	<b>0%</b> (0)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>79.9%</b> (11467)	<b>79.7%</b> (114)
Black/ Black British	<b>4.1%</b> (594)	<b>7.7%</b> (11)
Asian/ Asian British	<b>8%</b> (1150)	<b>4.2%</b> (6)
Mixed	<b>1.3%</b> (183)	<b>2.8%</b> (4)
Chinese	<b>0.5%</b> (73)	<b>0%</b> (0)
Other	<b>4.5%</b> (646)	<b>3.5%</b> (5)
Prefer not to say	<b>1.7%</b> (241)	<b>2.1%</b> (3)

Job role	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Registered nurse (Band 5 or 6)	<b>29.9%</b> (4300)	<b>23.9%</b> (34)
Registered nurse (Band 7 or above)	<b>12.7%</b> (1831)	<b>10.6%</b> (15)
Healthcare assistant	<b>23.1%</b> (3324)	<b>19.7%</b> (28)
Doctor	<b>11.5%</b> (1645)	<b>10.6%</b> (15)
Allied healthcare professional	<b>11.9%</b> (1713)	<b>22.5%</b> (32)
Therapy assistant/ allied healthcare professional assistant	<b>2.6%</b> (367)	<b>5.6%</b> (8)
Student	<b>2.3%</b> (332)	<b>2.8%</b> (4)
Ward based administrators	<b>4%</b> (571)	<b>2.1%</b> (3)
Other/ unknown	<b>1.9%</b> (279)	<b>2.1%</b> (3)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	<b>13%</b> (1866)	<b>14%</b> (20)
30 hours or more	<b>87%</b> (12458)	<b>86%</b> (123)

<b>Time worked in the hospital</b>	<b>National audit Round 3: % (N)</b>	<b>Your hospital Round 3: % (N)</b>
Less than 6 months	<b>8% (1148)</b>	<b>6.3% (9)</b>
6 - 11 months	<b>9.5% (1364)</b>	<b>7% (10)</b>
1 - 2 years	<b>15.6% (2242)</b>	<b>14.7% (21)</b>
3 - 5 years	<b>16.4% (2350)</b>	<b>21.7% (31)</b>
6 - 10 years	<b>15.9% (2283)</b>	<b>16.8% (24)</b>
11 - 15 years	<b>12.1% (1739)</b>	<b>10.5% (15)</b>
More than 15 years	<b>22.4% (3205)</b>	<b>23.1% (33)</b>

## Appendix G: Staff questionnaire data

### Specialist services for dementia

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
4.11 [2]	1	Do you feel supported by specialist services for dementia in your hospital? <i>E.g. dementia specialist team, mental health liaison, dementia champions.</i>				
	1a	During office hours <i>i.e. Monday-Fri, 9am-5pm</i>				
		Yes, always	<b>28.7%</b> 4026/14024	<b>61.6%</b> 8640/14024	<b>26.8%</b> 38/142	<b>54.9%</b> 78/142
		Yes, most of the time	<b>32.9%</b> 4614/14024		<b>28.2%</b> 40/142	
		Yes, sometimes	<b>26.8%</b> 3760/14024	-	<b>34.5%</b> 49/142	-
		No	<b>11.6%</b> 1624/14024	-	<b>10.6%</b> 15/142	-
	1b	Out of office hours				
		Yes, always	<b>7.8%</b> 874/11207	<b>23.5%</b> 2637/11207	<b>6.1%</b> 6/99	<b>18.2%</b> 18/99
		Yes, most of the time	<b>15.7%</b> 1763/11207		<b>12.1%</b> 12/99	
		Yes, sometimes	<b>27.9%</b> 3129/11207	-	<b>32.3%</b> 32/99	-
No		<b>48.6%</b> 5441/11207	-	<b>49.5%</b> 49/99	-	

## Dementia care training

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
7.4 [2]	2	What form did your dementia training at this hospital take? <i>Please tick all that apply:</i>	
		<b>42.8%</b> 5653/13205	<b>23.3%</b> 31/133
		<b>53.2%</b> 7030/13205	<b>55.6%</b> 74/133
		<b>5.4%</b> 713/13205	<b>3%</b> 4/133
		<b>7.7%</b> 1018/13205	<b>6%</b> 8/133
		<b>7.3%</b> 961/13205	<b>12.8%</b> 17/133
		<b>17.3%</b> 2278/13205	<b>26.3%</b> 35/133
	2a	Following your training at this hospital, do you feel better prepared to provide care/ support to people with dementia?	
		<b>42.2%</b> 4502/10670	<b>42.7%</b> 41/96
		<b>50.5%</b> 5390/10670	<b>51%</b> 49/96
	<b>7.3%</b> 778/10670	<b>6.3%</b> 6/96	

## Information and communication

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
9.3 [1]	3	In your current role, do you think that personal information is available to you to help you care for/ support people with dementia? <i>E.g. their likes/ dislikes, preferred name, past job.</i>				
		Yes, always	<b>21.4%</b> 3072/14345	<b>59.9%</b> 8597/14345	<b>23.4%</b> 33/141	<b>63.8%</b> 90/141
		Yes, most of the time	<b>38.5%</b> 5525/14345		<b>40.4%</b> 57/141	
		Yes, sometimes	<b>33%</b> 4734/14345	-	<b>32.6%</b> 46/141	-
		No	<b>7.1%</b> 1014/14345	-	<b>3.5%</b> 5/141	-
	3a	Do you have the opportunity to use this information to help you care for/ support people with dementia?				
		Yes, always	<b>26.6%</b> 3549/13329	<b>67.5%</b> 9003/13329	<b>30.9%</b> 42/136	<b>75.7%</b> 103/136
		Yes, most of the time	<b>40.9%</b> 5454/13329		<b>44.9%</b> 61/136	
		Yes, sometimes	<b>30.6%</b> 4074/13329	-	<b>23.5%</b> 32/136	-
		No	<b>1.9%</b> 252/13329	-	<b>0.7%</b> 1/136	-
7.4 [2]	4	In your current role, do you feel encouraged to accommodate the individual needs and preferences of people with dementia? <i>E.g. taking time to speak and interact at the pace of the person with dementia, permitting them to walk around the ward.</i>				
		Yes, always	<b>28.9%</b> 4145/14333	<b>62.1%</b> 8904/14333	<b>40.4%</b> 57/141	<b>67.4%</b> 95/141
		Yes, most of the time	<b>33.2%</b> 4759/14333		<b>27%</b> 38/141	
		Yes, sometimes	<b>27.3%</b> 3913/14333	-	<b>23.4%</b> 33/141	-
	No	<b>10.6%</b> 1516/14333	-	<b>9.2%</b> 13/141	-	

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	
7.12 [1]	6	As a team, how often do you talk about the way you care for/ support people with complex needs (including dementia)?		
		Frequently	<b>49.8%</b> 6203/12457	<b>44.1%</b> 52/118
		Occasionally	<b>37.2%</b> 4636/12457	<b>46.6%</b> 55/118
		Almost Never	<b>9.7%</b> 1210/12457	<b>5.9%</b> 7/118
		Never	<b>3.3%</b> 408/12457	<b>3.4%</b> 4/118

## Patient care and nutrition

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
3.8 [1]	7	Can carers of people with dementia visit at any time on the ward(s) you work on? <i>i.e. visits are not limited to normal visiting hours and may include mealtimes.</i>				
		Yes, always	<b>51.2%</b> 6131/11978	<b>78.5%</b> 9402/11978	<b>31.6%</b> 36/114	<b>65.8%</b> 75/114
		Yes, most of the time	<b>27.3%</b> 3271/11978		<b>34.2%</b> 39/114	
		Yes, sometimes	<b>16.1%</b> 1927/11978	-	<b>25.4%</b> 29/114	-
		No	<b>5.4%</b> 649/11978	-	<b>8.8%</b> 10/114	-
7.18 [1]	8	Do you think that the people with dementia you care for/ support, have their nutritional needs met while on the ward(s) you work on?				
		Yes, always	<b>25.9%</b> 3181/12263	<b>76.1%</b> 9330/12263	<b>20.7%</b> 24/116	<b>75%</b> 87/116
		Yes, most of the time	<b>50.1%</b> 6149/12263		<b>54.3%</b> 63/116	
		Yes, sometimes	<b>19.2%</b> 2357/12263	-	<b>22.4%</b> 26/116	-
		No	<b>4.7%</b> 576/12263	-	<b>2.6%</b> 3/116	-

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
4.9 [2]	9	Do you think the ward(s) you work on is able to respond to the individual needs of people with dementia as they arise? <i>E.g. pain relief, personal care, toileting, mobility assistance.</i>				
		Yes, always	<b>30.4%</b> 2785/9148	<b>78%</b> 7137/9148	<b>37%</b> 27/73	<b>82.2%</b> 60/73
		Yes, most of the time	<b>47.6%</b> 4352/9148		<b>45.2%</b> 33/73	
		Yes, sometimes	<b>18.7%</b> 1708/9148	-	<b>17.8%</b> 13/73	-
		No	<b>3.3%</b> 303/9148	-	<b>0%</b> 0/73	-
	10	Is additional staffing support provided if dependency needs on the ward(s) you work on increase?				
		Yes, always	<b>10.7%</b> 977/9143	<b>38.2%</b> 3493/9143	<b>13.7%</b> 10/73	<b>49.3%</b> 36/73
		Yes, most of the time	<b>27.5%</b> 2516/9143		<b>35.6%</b> 26/73	
		Yes, sometimes	<b>42.5%</b> 3887/9143	-	<b>42.5%</b> 31/73	-
		No	<b>19.3%</b> 1763/9143	-	<b>8.2%</b> 6/73	-
N3c [3]	11	Are night time bed moves for people with dementia avoided where possible on the ward(s) you work on? <i>By night time bed moves, we mean bed moves between the evening meal and breakfast the next morning.</i>				
		Yes, always	<b>16.3%</b> 1474/9047	<b>48.8%</b> 4416/9047	<b>13.7%</b> 10/73	<b>45.2%</b> 33/73
		Yes, most of the time	<b>32.5%</b> 2942/9047		<b>31.5%</b> 23/73	
		Yes, sometimes	<b>27.7%</b> 2506/9047	-	<b>20.5%</b> 15/73	-
	No	<b>23.5%</b> 2125/9047	-	<b>34.2%</b> 25/73	-	



Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
3.7 [1]	12	In the last week (except in emergency situations), were patient mealtimes kept free of any clinical activity on the ward(s) you work on?				
		Yes, always	<b>28.3%</b> 2488/8788	<b>67.6%</b> 5944/8788	<b>23.3%</b> 17/73	<b>64.4%</b> 47/73
		Yes, most of the time	<b>39.3%</b> 3456/8788		<b>41.1%</b> 30/73	
		Yes, sometimes	<b>16.8%</b> 1476/8788	-	<b>23.3%</b> 17/73	-
		No	<b>15.6%</b> 1368/8788	-	<b>12.3%</b> 9/73	-
N3b [2]	13	Can you access finger food (i.e. food which can be eaten without a knife/ fork/ spoon) for people with dementia as an alternative to main meals?				
		Yes, always	<b>38%</b> 3356/8822	<b>65.2%</b> 5754/8822	<b>38.9%</b> 28/72	<b>72.2%</b> 52/72
		Yes, most of the time	<b>27.2%</b> 2398/8822		<b>33.3%</b> 24/72	
		Yes, sometimes	<b>22.5%</b> 1983/8822	-	<b>23.6%</b> 17/72	-
		No	<b>12.3%</b> 1085/8822	-	<b>4.2%</b> 3/72	-
3.11 [2]	14	Can you access snacks for people with dementia in between meals?				
		Yes, always	<b>44.5%</b> 4060/9119	<b>73.2%</b> 6675/9119	<b>67.1%</b> 49/73	<b>91.8%</b> 67/73
		Yes, most of the time	<b>28.7%</b> 2615/9119		<b>24.7%</b> 18/73	
		Yes, sometimes	<b>20.7%</b> 1886/9119	-	<b>8.2%</b> 6/73	-
		No	<b>6.1%</b> 558/9119	-	<b>0%</b> 0/73	-
N3a [2]	15	Are the nutrition and hydration needs of people with dementia communicated at handovers/ safety briefings?				
		Yes, always	<b>46.2%</b> 4199/9090	<b>79.6%</b> 7238/9090	<b>43.7%</b> 31/71	<b>83.1%</b> 59/71
		Yes, most of the time	<b>33.4%</b> 3039/9090		<b>39.4%</b> 28/71	
		Yes, sometimes	<b>15.5%</b> 1408/9090	-	<b>12.7%</b> 9/71	-
		No	<b>4.9%</b> 444/9090	-	<b>4.2%</b> 3/71	-

## Appendix H: Staff suggestions for your hospital

The staff questionnaire included a question asking staff to make one suggestion on how their hospital could improve care and support provided to people with dementia. Below, all suggestions from staff at Queen Elizabeth Hospital Birmingham are provided.

<b>Registered Nurses (Band 5 or 6)</b>
Adequate staffing to ensure safety of the patients and staff, especially when patients are physically challenging and they are also at risk of falling.
Allowing one to one 'specialing' enhanced care when needed, I know its cost is high, but very much needed. We need to ensure there is adequate amount of staff available to care for these vulnerable patients. Again adequate amount of staff required to facilitate care during mealtimes etc.
Ensure that one to one nursery is made available.
Get more staffing, staff nurses.
Increased staffing levels would most definitely improve care and support. It means we could spend that extra time with the patient. Quite often patients with dementia want to get up and walk about but they are often kept in their bed space for fear of them falling. We don't have enough staff to walk around with them.
More awareness training.
More staff to help with people with dementia.
More staff to provide one to one care these patients need. Day rooms where people with dementia can sit and socialise.
More staff, better training. More interactions, i.e. hairdressers, games, better facilities in day room. Weekly (at least) activities. We need more funding for equipment for activities and more staffing so staff have more time with patients.
More staff, more staff training, more input from dignity in care team.
More staff.
More study days about dementia.
Need more staff so that we can spend more time with patients with dementia.
Patients with dementia could be seen at the front door by the dementia team and an action plan put in place straight away, not wait until admitted to one of the medical wards where they have been for a few days and can often by then have become very agitated and upset. This can then be much more difficult for staff to engage with them.
Provide more staff to offer the time with patients.
Rotation of work force so every staff can experience dementia patients for more than a day.
Specialist nurses should be more open to other nurses - how they cope with dementia patients on a ward with other patients. Specialist nurses seem to forget there are approx. 31 clients on wards who all need looking after. More available activities organised by elderly care services, to relieve pressure on ward staff one hour is often a help.
Staff need more training. More resources available on ward. Dignity representative on ward.
Staffing ratio - get the staffing ratio that allows for care delivery in a timely manner not rushed to look after other patients.
The hospital I work in already does so much for people with dementia and they have a wonderful dementia team. I would like to see more "all about me"/ "this is me" documents completed to help with my role.
Training on dementia should be part of mandatory yearly training updates.

## Registered Nurses (Band 5 or 6)

Training people for the specific role of supporting people with dementia, where they can be ward based and provide extra help and continuation of care for patients with these requirements.

Volunteers available to spend time and talk to them while painting the female patients' nails, giving the men a shave etc.

## Registered Nurses (Band 7 or above)

Continue to improve communication with carers, ensure the "All about me" document is always filled out.

Continue to increase staff awareness through training. Adequate staffing and support for patients.

Dignity in care team need to be more involved in individual assessments.

I think at 'ward' (unit) level, keeping it in mind that our patients may have dementia. Because I work on an intensive therapy unit with sedated patients, or due to the very face they're admitted is due to trauma/ head injury/ neurological reasons may make this more challenging to differentiate between dementia and another condition.

I'm not sure if this is feasible but I'll comment in case... Is there a way, other than how we treat all of our patients in critical care waking up and so forth, that we should be doing this any differently for dementia patients that could improve their time here and be less distressing.

Staffing levels do not permit staff to spend enough time for one-to-one, when patients engaged less and likely to be agitated but staff no time to engage as much as I would like.

Supporting carers. We are planning to introduce a more formal way of recording how much carers want to be involved and improving the intranet site so that patients and carers are better informed about how much support is available to them.

The elderly dementia population are often unfamiliar with ranges of accents, provision of a supervisor to match the patient would be advantageous.

They could provide more facilities for the visitors/ carers. They do have a ward that is designed with elderly care/ dementia in mind but it is hard to create an area on critical care that isn't frightening for a dementia patient.

## Healthcare Assistants

All of those in Elderly Care need to be taught more about dementia and care for those suffering from it. All that is available is 'dementia friends', there needs to be something more specific, currently all that happens is dignity in care team arrives, tells us what needs to be done then they vanish, not to be seen until they feel that they need to show their faces again, leaving the wards in the dark again about everything else to do with care for the elderly.

Although we have some activities for patients to do and radios to listen to, we are very short of the above and would love to have more as it makes a big difference to patients.

Dementia patients require a high level of and attention on the ward and there is never enough staff to be able to give them the time and care they need. Staff only have time to give a basic level of care to them. I have never been given dementia training, only on how to make specialising special. More training is needed.

For all the wards to have some kind of activities even if a jigsaw or maybe a little interaction from maybe games involving group play, maybe someone organising a singer to entertain them and give them awareness of their surroundings.

## Healthcare Assistants

Have an "all about me" document filled out the moment the hospital is aware the patient has dementia. Filled out by family/ next of kin/ by the current nurse looking after him/ her, anyone who can indicate the persons likes/ dislikes/ how to care for the patient the way they like to be. "All about me" document is very useful only when filled out.

Having more staff.

I think the hospital need to monitor where they place patients with dementia. Some wards are not equipped to handle the needs of patients with dementia at all times, so I think that dementia patients should be placed balancing their needs with the availability of staff which is not always the case.

In my hospital, we have an "all about me" form. We ask patient's family to fill that form because they know the patient very well. That does help out.

Increase in staffing level due to high demand plus risk assessment

More activities available for dementia patients. Specialised area for dementia patients to visit e.g. tea room, TV room, memorabilia.

More staff and training longer.

More staff to deal with patients.

More training and not so much agency staff as they don't know the patients as well as the permanent staff do and I find you can interact better with them as we spend most of the time with them.

More training especially to staff who have no experience in dementia care. More information about dementia patients in handover e.g. their mobility and nutritional needs. Always make sure they have an "all about me" form.

More training for staff that have been in the trust for years. To update them on new approaches to dementia.

More wards could have more activates for patients to take part in, for instance afternoon games/ shows. I have witnessed this on a few wards and it really helps to keep dementia patients engaged.

Some staff don't have patients with dementia, all staff should attend annually study days.

The lack of dayrooms on wards stop people from socialising together, it would be nice if able to get patients in to a communal space to enjoy meals or to watch TV, listen to music etc.

They could provide more staff. Being short of staff prevents us from spending more time with people with dementia.

TVs for the patients.

We need to find a way to keep dementia patients busy and active, we have some puzzles and games but some patients don't like that. Sometimes when they want to go out and we keep them in they get very upset and even aggressive, we need to find a way to take them out and keep them busy so they don't feel isolated.

We wish the night sisters would stop taking staff from the dementia ward to cover other wards that are short, just because some managers/ matrons do not want to touch their budget to book nurses.

When we have enough staff.

## Doctors

Access to psycho-geriatrician and community teams for older people with dementia.

Better training of ALL staff encountering patients with dementia, not just doctors and nurses. HCAs, domestics and others are often involved with these patients, especially when behavioural or psychological

## Doctors

symptoms manifest. It is not helpful when HCAs antagonise wandering patients, when other staff are trying to calm and accommodate them.

Find ways to better communicate with relatives/ carers of patients with dementia. [Perhaps allow] visiting outside of normal visiting time. [Perhaps] routinely offer [carers] an appointment to discuss care with a senior team member.

It should be the default for nurses to sit patients out in their clothes, with their glasses and hearing aids on. Family having open access. Meals at tables/ day room. Daily access to physiotherapy/ occupational therapy. More volunteers to support patients and be involved in activities, music, reading, [illegible].

More group activities/ interaction between patients.

More staff available when patients with dementia are on the ward as their needs are often much more complex. This in reality though is very difficult.

More staff on the ward to spend time with them. Games, entertainment for patients. More training for staff on dementia awareness.

Provide older persons assessment and liaison team support 24 hours a day.

Providing more staff, some patients with dementia are at risk of falls and most of them need specialising.

The hospital, or the RAID service, should employ substantive consultants and nurses in old age psychiatry.

## Allied Healthcare Professionals

Allow music therapists to have more involvement with this group of patients.

Ensure that "All About Me" document is regularly filled in at the earliest point in a patient's admission to ensure information is available.

Further information for families/ carers of patients to help them manage care needs at home and anticipate how disease may progress. Facilitate social integration on the wards. Some ideas: group activities (games, exercise group, bingo, word searches, colouring, jigsaws), use of shared spaces (informal chat between patients, 'living room' environment to watch TV, listen to music) and mealtimes at table with other patients (not at bedside or in bed).

Have more workshop and training days involving patient, family and staff to decrease fear of newly diagnosed patients and family with dementia.

Improved liaison on discharge from hospital back to source of referral.

Increasing number of staff to allow dementia patients to have 1:1 care where appropriate.

It would help if the doctors referring patients to other units for examinations gave the information that a patient has dementia so that we could schedule more time, and if appropriate more staff for examinations.

Looking at ways to introduce finger food with the resources we have already have. We have cook and chill catering within the hospital and no company nationally caters for dementia patients. So, at present we are looking at how we can use what menu's we have to try and solve the problem, but it is not easy.

Make sure that all carers with patients have the patients records when they attend for any appointments so that all information can be verified and the patient is treated accordingly.

More availability of staff/ HCAs to support patients with dementia - this would allow patients to mobilise around the ward, more support with mealtimes etc.

More staff on the ward, including possibility of using volunteers to allow more individual care to be provided to patients, including things such as just talking to patient or doing activities - this does happen at my hospital, but not consistently.

## Allied Healthcare Professionals

Patient centred information in patients notes about their individual preferences e.g. ways we can engage them more in treatment.

Teach nurses to give basic nursing care i.e. ensure patients are thoroughly washed, have adequate mouthcare, assistance with eating/ drinking if needed, ensure they are not constipated and prioritise fluid charts on those who cannot ask for a drink/ pour drink into a cup and lift it/ may forget to pour themselves a drink. More time needs to be spent helping/ encouraging patients to eat and drink. Most elderly patients with dementia also have a degree of hearing loss and this is not taken into account by well-meaning staff who stand at the end of the bed and talk without raising their voice or standing near to the patient so that they can hear.

To ensure that all people with dementia who are admitted into the hospital have an "All about me" completed at point of admission.

We could provide a better mealtime environment so that people can sit together around tables to eat their lunch. Would help reduce isolation and boost nutritional intake.

## Students

Mandatory training for all staff in contact with patients.

## Therapy Assistants & Allied Healthcare Professional Assistants

I believe specific dementia training should be mandatory for all staff that work with or around patients. I don't feel that enough training was centred around those with dementia during the trust induction and I had to seek further training myself through eLearning.

More nursing assistants on the wards to be able to treat the elderly with the respect they deserve. To have the time to listen and give quality care. More activities staff - other hospitals such as Coventry have several. Here [there is only one]. Especially as activities play an important role with patients who have dementia.

More specialised staff to help the dementia patient while in hospital as day to day staff on ward don't always have the capacity to provide this time.

Outpatient clinics need quiet areas which are designed specifically for people with dementia, especially if they have to wait for a time. For example: pictures/photos/books/memory items. Fast track patients with dementia through for outpatients appointments.

Promote the "all about me" booklet on every ward. On some wards, it gets used, but other wards don't appear to appreciate the importance of it - and therefore don't use it proactively.

There could be more dementia training upon enrolment but having worked with dementia before I feel equipped to cope.

To have more aids (visual aids or advice documents) or more "it's my life" documents visible on the wards

## Ward-based Administrators

Make dementia awareness a mandatory study session for all hospital staff as we may all come into contact with dementia sufferers in either our working or personal lives. This would dispel all the myths and give people accurate information which in turn would help us all understand the needs of the person, not just the disease.

Study day and video.

## Other / Unknown

Having gentle memory triggers in and around the wards.

The guidance, wisdom and practical support that our Dignity in Care Team under the leadership of the Lead Nurse for Older Adults, [name] gives, is excellent and particularly well informed.

The staffing number does not take into account the demands of these patients and the time required to spend caring for them. Staffing is based on number of staff beds and not depending on the patients. Volunteers should not be relied on to assist in activities or assist the patient with eating and drinking whenever this is mentioned, it is disregarded.





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The Royal College of Psychiatrists is a registered charity  
in England and Wales (228636) and Scotland (SC038369)

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