

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

**Local report appendices for:**

**Frimley Park Hospital**

**Frimley Health NHS Foundation Trust**

**July 2017**

**Commissioned by:**

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>	In development
		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>	No
	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> Yes	
	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> Yes	
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>No</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>N/A</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>Quarterly</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>No</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>Orthopaedic Ward</b>		New question for Round 3	
	Ward 2:	<b>Acute Medical Ward</b>			
	Ward 3:	<b>Elderly Care Ward ( G2a and G2b )</b>			
	Number of patients checked:	-	<b>9</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>7</b>	New question for Round 3	
	Percentage of patients where the information was present:	-	<b>78%</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>	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
9.3 [1]	21a	<i>(If Q21=Yes)</i> Please say what this is:			
		A visual indicator, symbol or marker	<b>91.1%</b> 164/180	√	A visual indicator, symbol or marker
		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	√	
	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	
	22a	<i>(If Q22=Yes)</i> Please say what this is:			
		A visual indicator, symbol or marker	<b>87.1%</b> 122/140	√	A visual indicator, symbol or marker
		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	√		
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>No</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>0%</b> (0)
66 - 80	<b>24.3%</b> (2445)	<b>15.1%</b> (8)
81 - 100	<b>73%</b> (7332)	<b>83%</b> (44)
101 - 108	<b>0.4%</b> (39)	<b>1.9%</b> (1)
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>73 - 105</b>
Mean	<b>84</b>	<b>86.3</b>
Median	<b>85</b>	<b>87</b>

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>40.1%</b> (4029)	<b>37.7%</b> (20)
Female	<b>59.9%</b> (6018)	<b>62.3%</b> (33)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>82.1%</b> (8250)	<b>86.8%</b> (46)
Black/ Black British	<b>1.2%</b> (123)	<b>0%</b> (0)
Asian/ Asian British	<b>1.9%</b> (193)	<b>0%</b> (0)
Chinese	<b>0.1%</b> (10)	<b>0%</b> (0)
Mixed	<b>0.1%</b> (11)	<b>0%</b> (0)
Not documented	<b>2.1%</b> (210)	<b>0%</b> (0)
Other	<b>12.4%</b> (1250)	<b>13.2%</b> (7)

First language	National audit Round 3: % (N)	Your hospital Round 3: % (N)
English	<b>77.4%</b> (7778)	<b>100%</b> (53)
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>0%</b> (0)
Not documented	<b>19%</b> (1909)	<b>0%</b> (0)
Other	<b>0.6%</b> (59)	<b>0%</b> (0)

Primary diagnosis/ cause of admission*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Respiratory	<b>19.9%</b> (1998)	<b>34%</b> (18)
Fall	<b>13.3%</b> (1332)	<b>22.6%</b> (12)
Urinary/ renal	<b>9%</b> (901)	<b>7.5%</b> (4)
Hip dislocation/ hip fracture	<b>7.5%</b> (754)	<b>7.5%</b> (4)
Sepsis	<b>6.3%</b> (633)	<b>3.8%</b> (2)
Delirium/ confusion	<b>6%</b> (604)	<b>0%</b> (0)
Gastrointestinal	<b>5.9%</b> (595)	<b>1.9%</b> (1)
Cardiac/ vascular	<b>5.1%</b> (517)	<b>1.9%</b> (1)
Stroke	<b>3.8%</b> (380)	<b>1.9%</b> (1)
Neurological	<b>3.6%</b> (364)	<b>3.8%</b> (2)
Skin lacerations/ lesions	<b>2%</b> (204)	<b>1.9%</b> (1)
Impaired consciousness	<b>2%</b> (198)	<b>1.9%</b> (1)
Dementia**	<b>1.9%</b> (195)	<b>0%</b> (0)
Other	<b>1.9%</b> (192)	<b>3.8%</b> (2)
Unable to cope/ frailty	<b>1.6%</b> (160)	<b>0%</b> (0)
Dehydration	<b>1.4%</b> (143)	<b>1.9%</b> (1)
Haematology	<b>1.1%</b> (115)	<b>3.8%</b> (2)
Endocrine/ metabolic	<b>1.1%</b> (112)	<b>0%</b> (0)
Other fractures	<b>1%</b> (96)	<b>0%</b> (0)
Cancer	<b>0.9%</b> (94)	<b>1.9%</b> (1)
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>0%</b> (0)
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>30.2%</b> (16)
General Medical	<b>23.5%</b> (2359)	<b>43.4%</b> (23)
Other Medical	<b>9.9%</b> (999)	<b>3.8%</b> (2)
Orthopaedics	<b>8.9%</b> (892)	<b>7.5%</b> (4)
Surgical	<b>6.8%</b> (681)	<b>9.4%</b> (5)
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>1.9%</b> (1)
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>35.8%</b> (19)
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>14.7%</b> (5)
Received end of life care in hospital/ was on an end of life care plan	<b>13%</b> (1302)	<b>34%</b> (18)

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>22.6%</b> (12)
11 – 20 days	<b>25.5%</b> (2559)	<b>26.4%</b> (14)
21 – 30 days	<b>11.3%</b> (1132)	<b>20.8%</b> (11)
31 – 40 days	<b>6.7%</b> (671)	<b>15.1%</b> (8)
41 – 50 days	<b>4.2%</b> (418)	<b>5.7%</b> (3)
51 – 60 days	<b>2.3%</b> (230)	<b>1.9%</b> (1)
61 – 70 days	<b>1.7%</b> (168)	<b>0%</b> (0)
71 – 80 days	<b>1%</b> (102)	<b>3.8%</b> (2)
81 – 90 days	<b>0.6%</b> (62)	<b>1.9%</b> (1)
More than 90 days	<b>1.5%</b> (152)	<b>1.9%</b> (1)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	<b>2-775</b>	<b>3-138</b>
Median (days)	<b>12</b>	<b>22</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>41.5%</b> (22)	<b>41.2%</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>0%</b> (0)
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>3.8%</b> (2)	<b>2.9%</b> (1)
Intermediate care	<b>0.3%</b> (27)	<b>2%</b> (172)	<b>0%</b> (0)	<b>0%</b> (0)
Residential care	<b>16.9%</b> (1701)	<b>17.7%</b> (1551)	<b>22.6%</b> (12)	<b>17.6%</b> (6)
Nursing home	<b>19.7%</b> (1981)	<b>28.7%</b> (2511)	<b>32.1</b> (17)	<b>35.3%</b> (12)
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>2.9%</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>88.2%</b> (30)
Own/ carer's home to nursing/ residential care	<b>11.1%</b> (972)	<b>5.9%</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>91.8%</b> 45/49	97.5% 39/40	
	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>98.1%</b> 51/52	97.5% 39/40	
	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>96.1%</b> 49/51	97.4% 38/39
		Other action taken	<b>4%</b> 352/8822 (2%, 0-5%)	<b>0%</b> 0/51	New answer options for Round 3	
	Yes or other action taken	<b>89.9%</b> 7932/2288 (93%, 85-98%)	<b>96.1%</b> 49/51			
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> 53/53	100% 40/40	
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>96.1%</b> 49/51	100% 39/39	
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> 53/53	100% 40/40	

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>60.9%</b> 28/46	9.7% 3/31
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	<b>42.8%</b> 3977/9294 (44%, 26-58%)	<b>26.1%</b> 12/46	New answer options for Round 3
		Yes, other	<b>1.7%</b> 161/9294 (0%, 0-2%)	<b>0%</b> 0/46	
		Yes (all options)	<b>89.8%</b> 8350/9294 (92%, 85-96%)	<b>87%</b> 40/46	

### 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>66.7%</b> 32/48	59% 23/39
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>28.3%</b> 15/53	17.5% 7/40
		Yes, but there was no indication that delirium may be present	<b>18.5%</b> 1863/10047 (15%, 6-25%)	<b>49.1%</b> 26/53	52.5% 21/40
		Yes (both options)	<b>44.5%</b> 4466/10047 (42%, 27-60%)	<b>77.4%</b> 41/53	70% 28/40
1.5 [2]	21a	<i>(If Q21=Yes)</i> Has the patient been clinically assessed for delirium by a healthcare professional? (y/n)	<b>85.3%</b> 2220/2603 (90%, 78-100%)	<b>93.3%</b> 14/15	100% 7/7

## 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>98.1%</b> 52/53	97.5% 39/40
	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>90.4%</b> 47/52	61.5% 24/39
		Unknown*	<b>33.1%</b> 1865/5626 (14%, 0-44%)	<b>7.7%</b> 4/52	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>84.6%</b> 44/52	New question for Round 3
		Unknown*	<b>34.1%</b> 1916/5616 (16%, 3-48%)	<b>11.5%</b> 6/52	
	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>92.3%</b> 48/52	56.4% 22/39
		Unknown*	<b>29.9%</b> 1685/5631 (13%, 0-37%)	<b>5.8%</b> 3/52	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>85.4%</b> 41/48	59% 23/39
		Unknown*	<b>37.8%</b> 2110/5583 (20%, 5-50%)	<b>12.5%</b> 6/48	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>85.1%</b> 40/47	53.8% 21/39
		Unknown*	<b>39.1%</b> 2167/5539 (20%, 7-52%)	<b>12.8%</b> 6/47	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>90%</b> 45/50	61.5% 24/39
		Unknown*	<b>35.3%</b> 1977/5598 (17%, 3-46%)	<b>8%</b> 4/50	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>75%</b> 21/28	6.5% 2/31
	23a	<i>(If 23=No)</i> Please comment:			
		Patient too unwell/ not responsive	<b>3.3%</b> 189/5690	<b>28.6%</b> 2/7	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> 0/7	
		Not routine/ not standard practice	<b>5.8%</b> 331/5690	<b>0%</b> 0/7	
		Not documented/ unknown reason	<b>78.1%</b> 4444/5690	<b>57.1%</b> 4/7	
	Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	<b>10.8%</b> 616/5690	<b>14.3%</b> 1/7		
	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>78.6%</b> 22/28	19.4% 6/31
	25	Have there been any symptoms of delirium? (y/n)	<b>32.3%</b> 2367/7329 (33%, 22-41%)	<b>35.7%</b> 10/28	12.9% 4/31
	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>40%</b> 4/10	50% 2/4
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>32.1%</b> 9/28	16.1% 5/31	
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>77.8%</b> 7/9	20% 1/5	

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>90.9%</b> 10/11	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>100%</b> 10/10	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> 0/10	
		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>100%</b> 10/10	
		There is no record of either consent or best interest decision making*	<b>18.3%</b> 212/1161 (14%, 0-33%)	<b>0%</b> 0/10	
	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>0%</b> 0/10	
	27a (iii)	The patients consent was requested and this is recorded	<b>29.1%</b> 142/488 (25%, 0-50%)	<b>0%</b> 0/0	
		There is no record of the patients consent*	<b>70.9%</b> 346/488 (75%, 50-100%)	<b>0%</b> 0/0	
	27a (ii & iii)	Consent or best interests (responses options combined)	<b>66.2%</b> 1091/1649 (67%, 50-86%)	<b>100%</b> 10/10	
		No consent or best interests (response options combined)	<b>33.8%</b> 558/1649 (33%, 14-50%)	<b>0%</b> 0/10	

\*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>96.4%</b> 27/28	96.8% 30/31
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>95.8%</b> 23/24	100% 31/31
	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>100%</b> 25/25	100% 31/31
	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>96.4%</b> 27/28	100% 31/31
	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>96.4%</b> 27/28	100% 31/31
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>96.4%</b> 27/28	90.3% 28/31
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>85.7%</b> 24/28	78.3% 18/23
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> 28/28	87.1% 27/31
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> 28/28	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>25%</b> 5/20	85.2% 23/27
	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>75%</b> 6/8	25% 1/4
		Patient awaiting assessment	<b>9.1%</b> 190/2088	<b>0%</b> 0/8	25% 1/4
		Patient awaiting history/ results	<b>6.1%</b> 127/2088	<b>0%</b> 0/8	0% 0/4
		Patient awaiting surgery	<b>9.6%</b> 200/2088	<b>12.5%</b> 1/8	0% 0/4
		Patient presenting confusion	<b>5.7%</b> 120/2088	<b>0%</b> 0/8	50% 2/4
		Patient on end of life plan	<b>0%</b> 1/2088	<b>0%</b> 0/8	-
		Patient being transferred to another hospital	<b>0.1%</b> 2/2088	<b>12.5%</b> 1/8	0% 0/4
		Patient unresponsive	<b>0.3%</b> 6/2088	<b>0%</b> 0/8	0% 0/4
		Patient being discharged to nursing/ residential care	<b>6.5%</b> 136/2088	<b>0%</b> 0/8	0% 0/4
		Not recorded	-	-	0% 0/4
Other	<b>0%</b> 0/2088	<b>0%</b> 0/8	0% 0/4		

## 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>7.1%</b> 2/28	3.2% 1/31
		24 hours	<b>12.2%</b> 897/7329	<b>21.4%</b> 6/28	0% 0/31
		25 - 48 hours	<b>14.7%</b> 1075/7329	<b>35.7%</b> 10/28	6.5% 2/31
		More than 48 hours	<b>27.1%</b> 1985/7329	<b>35.7%</b> 10/28	90.3% 28/31
		No notice at all	<b>0.5%</b> 35/7329	<b>0%</b> 0/28	0% 0/31
		Not documented	<b>24.2%</b> 1770/7329	<b>0%</b> 0/28	0% 0/31
		No carer, family, friend/ could not contact	<b>1.8%</b> 132/7329	<b>0%</b> 0/28	0% 0/31
		Patient specified information withheld	<b>0%</b> 3/7329	<b>0%</b> 0/28	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>100%</b> 2/2	92.3% 12/13

## 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>10.8%</b> (4)
45 – 54 years	<b>16.2%</b> (749)	<b>10.8%</b> (4)
55 – 64 years	<b>25.8%</b> (1193)	<b>24.3%</b> (9)
65 – 74 years	<b>20.8%</b> (960)	<b>24.3%</b> (9)
75 – 84 years	<b>19.1%</b> (885)	<b>21.6%</b> (8)
85 years or over	<b>7.4%</b> (343)	<b>8.1%</b> (3)
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>29.7%</b> (11)
Female	<b>68.1%</b> (3150)	<b>70.3%</b> (26)
Other	<b>0.1%</b> (4)	<b>0%</b> (0)
Prefer not to say	<b>1.2%</b> (57)	<b>0%</b> (0)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>88.4%</b> (4079)	<b>94.6%</b> (35)
Black/ Black British	<b>3%</b> (140)	<b>0%</b> (0)
Asian/ Asian British	<b>3.3%</b> (152)	<b>2.7%</b> (1)
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>0%</b> (0)
Prefer not to say	<b>2.7%</b> (124)	<b>2.7%</b> (1)

Relationship to patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Spouse or partner	<b>33.5%</b> (1558)	<b>45.9%</b> (17)
Family member	<b>55.9%</b> (2597)	<b>51.4%</b> (19)
Friend	<b>4.4%</b> (203)	<b>0%</b> (0)
Professional carer (health or social care)	<b>5.4%</b> (249)	<b>2.7%</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>97.1%</b> (34)

## 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?	
		<b>46.5%</b> 2130/4578	<b>43.2%</b> 16/37
		<b>43.3%</b> 1980/4578	<b>45.9%</b> 17/37
		<b>10.2%</b> 468/4578	<b>10.8%</b> 4/37
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?	
		<b>54.2%</b> 2489/4592	<b>56.8%</b> 21/37
		<b>36.4%</b> 1672/4592	<b>37.8%</b> 14/37
		<b>9.4%</b> 431/4592	<b>5.4%</b> 2/37
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>	
		<b>55.4%</b> 2456/4433	<b>55.9%</b> 19/34
		<b>34.2%</b> 1515/4433	<b>38.2%</b> 13/34
		<b>10.4%</b> 462/4433	<b>5.9%</b> 2/34
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?	
		<b>76%</b> 3471/4569	<b>80%</b> 28/35
		<b>20.8%</b> 952/4569	<b>20%</b> 7/35
		<b>3.2%</b> 146/4569	<b>0%</b> 0/35

## 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>35.1%</b> 13/37
		Yes, to some extent	<b>40.4%</b> 1843/4566	<b>43.2%</b> 16/37
		No	<b>17.8%</b> 815/4566	<b>21.6%</b> 8/37
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>51.4%</b> 19/37
		Yes, to some extent	<b>36.4%</b> 1637/4497	<b>32.4%</b> 12/37
		No	<b>16.1%</b> 722/4497	<b>16.2%</b> 6/37
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>44.1%</b> 15/34
		Yes, to some extent	<b>34.5%</b> 1563/4524	<b>41.2%</b> 14/34
		No	<b>20.1%</b> 908/4524	<b>14.7%</b> 5/34

## 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?		
		Excellent	<b>34.5%</b> 1602/4645	<b>37.8%</b> 14/37
		Very good	<b>33.9%</b> 1575/4645	<b>32.4%</b> 12/37
		Good	<b>17%</b> 790/4645	<b>16.2%</b> 6/37
		Fair	<b>9.6%</b> 446/4645	<b>8.1%</b> 3/37
		Poor	<b>5%</b> 232/4645	<b>5.4%</b> 2/37
	9	How likely would you be to recommend the service to friends and family if they needed similar care or treatment?		
		Extremely likely	<b>42.5%</b> 1933/4544	<b>44.4%</b> 16/36
		Likely	<b>34.1%</b> 1551/4544	<b>36.1%</b> 13/36
		Neither likely nor unlikely	<b>14.3%</b> 648/4544	<b>11.1%</b> 4/36
		Unlikely	<b>4.8%</b> 220/4544	<b>8.3%</b> 3/36
		Extremely unlikely	<b>4.2%</b> 192/4544	<b>0%</b> 0/36

## 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?		
		Very satisfied	<b>50.3%</b> 2204/4379	<b>44.4%</b> 16/36
		Somewhat satisfied	<b>34%</b> 1487/4379	<b>30.6%</b> 11/36
		Somewhat dissatisfied	<b>9.9%</b> 434/4379	<b>11.1%</b> 4/36
		Very dissatisfied	<b>5.8%</b> 254/4379	<b>13.9%</b> 5/36

## 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>28.8%</b> (38)
26 - 50%	<b>25.6%</b> (3651)	<b>34.1%</b> (45)
51 - 75%	<b>24.4%</b> (3489)	<b>22.7%</b> (30)
More than 75%	<b>18.1%</b> (2588)	<b>14.4%</b> (19)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>15.7%</b> (2260)	<b>11.4%</b> (15)
Female	<b>83.2%</b> (11954)	<b>87.9%</b> (116)
Other	<b>0.2%</b> (34)	<b>0%</b> (0)
Prefer not to say	<b>0.8%</b> (113)	<b>0.8%</b> (1)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>79.9%</b> (11467)	<b>74.2%</b> (98)
Black/ Black British	<b>4.1%</b> (594)	<b>4.5%</b> (6)
Asian/ Asian British	<b>8%</b> (1150)	<b>12.9%</b> (17)
Mixed	<b>1.3%</b> (183)	<b>0.8%</b> (1)
Chinese	<b>0.5%</b> (73)	<b>0%</b> (0)
Other	<b>4.5%</b> (646)	<b>6.1%</b> (8)
Prefer not to say	<b>1.7%</b> (241)	<b>1.5%</b> (2)

Job role	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Registered nurse (Band 5 or 6)	<b>29.9%</b> (4300)	<b>30.5%</b> (40)
Registered nurse (Band 7 or above)	<b>12.7%</b> (1831)	<b>16.8%</b> (22)
Healthcare assistant	<b>23.1%</b> (3324)	<b>20.6%</b> (27)
Doctor	<b>11.5%</b> (1645)	<b>3.1%</b> (4)
Allied healthcare professional	<b>11.9%</b> (1713)	<b>13.7%</b> (18)
Therapy assistant/ allied healthcare professional assistant	<b>2.6%</b> (367)	<b>5.3%</b> (7)
Student	<b>2.3%</b> (332)	<b>1.5%</b> (2)
Ward based administrators	<b>4%</b> (571)	<b>8.4%</b> (11)
Other/ unknown	<b>1.9%</b> (279)	<b>0%</b> (0)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	<b>13%</b> (1866)	<b>15.9%</b> (21)
30 hours or more	<b>87%</b> (12458)	<b>84.1%</b> (111)



<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>3.8% (5)</b>
6 - 11 months	<b>9.5% (1364)</b>	<b>8.3% (11)</b>
1 - 2 years	<b>15.6% (2242)</b>	<b>16.7% (22)</b>
3 - 5 years	<b>16.4% (2350)</b>	<b>21.2% (28)</b>
6 - 10 years	<b>15.9% (2283)</b>	<b>12.9% (17)</b>
11 - 15 years	<b>12.1% (1739)</b>	<b>15.2% (20)</b>
More than 15 years	<b>22.4% (3205)</b>	<b>22% (29)</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>41.9%</b> 54/129	<b>73.6%</b> 95/129	
		Yes, most of the time	<b>32.9%</b> 4614/14024		<b>31.8%</b> 41/129		
		Yes, sometimes	<b>26.8%</b> 3760/14024	-	<b>22.5%</b> 29/129	-	
		No	<b>11.6%</b> 1624/14024	-	<b>3.9%</b> 5/129	-	
		1b	Out of office hours				
			Yes, always	<b>7.8%</b> 874/11207	<b>23.5%</b> 2637/11207	<b>7.8%</b> 7/90	<b>28.9%</b> 26/90
			Yes, most of the time	<b>15.7%</b> 1763/11207		<b>21.1%</b> 19/90	
	Yes, sometimes		<b>27.9%</b> 3129/11207	-	<b>30%</b> 27/90	-	
	No	<b>48.6%</b> 5441/11207	-	<b>41.1%</b> 37/90	-		

## 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]	What form did your dementia training at this hospital take? <i>Please tick all that apply:</i>			
	2	eLearning	<b>42.8%</b> 5653/13205	<b>11.9%</b> 15/126
		Workshop/ study day	<b>53.2%</b> 7030/13205	<b>74.6%</b> 94/126
		Higher education module	<b>5.4%</b> 713/13205	<b>15.1%</b> 19/126
		Workbook	<b>7.7%</b> 1018/13205	<b>6.3%</b> 8/126
		Other	<b>7.3%</b> 961/13205	<b>12.7%</b> 16/126
		I have not received any dementia training at this hospital	<b>17.3%</b> 2278/13205	<b>4.8%</b> 6/126
	2a	Following your training at this hospital, do you feel better prepared to provide care/ support to people with dementia?		
		Yes, much better prepared	<b>42.2%</b> 4502/10670	<b>52.5%</b> 63/120
		Yes, somewhat better prepared	<b>50.5%</b> 5390/10670	<b>42.5%</b> 51/120
		No	<b>7.3%</b> 778/10670	<b>5%</b> 6/120

## Information and communication

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % <i>(Yes, always and Yes, most of the time responses combined)</i>	Your hospital Round 3: % Num/Den	Your hospital Round 3: % <i>(Yes, always and Yes, most of the time responses combined)</i>	
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>23.1%</b> 30/130	<b>71.5%</b> 93/130
		Yes, most of the time	<b>38.5%</b> 5525/14345		<b>48.5%</b> 63/130	
		Yes, sometimes	<b>33%</b> 4734/14345	-	<b>26.2%</b> 34/130	-
		No	<b>7.1%</b> 1014/14345	-	<b>2.3%</b> 3/130	-
	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>33.9%</b> 43/127	<b>73.2%</b> 93/127
		Yes, most of the time	<b>40.9%</b> 5454/13329		<b>39.4%</b> 50/127	
		Yes, sometimes	<b>30.6%</b> 4074/13329	-	<b>23.6%</b> 30/127	-
		No	<b>1.9%</b> 252/13329	-	<b>3.1%</b> 4/127	-
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>37.2%</b> 48/129	<b>64.3%</b> 83/129
		Yes, most of the time	<b>33.2%</b> 4759/14333		<b>27.1%</b> 35/129	
		Yes, sometimes	<b>27.3%</b> 3913/14333	-	<b>26.4%</b> 34/129	-
	No	<b>10.6%</b> 1516/14333	-	<b>9.3%</b> 12/129	-	

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>47.7%</b> 53/111
		Occasionally	<b>37.2%</b> 4636/12457	<b>40.5%</b> 45/111
		Almost Never	<b>9.7%</b> 1210/12457	<b>5.4%</b> 6/111
		Never	<b>3.3%</b> 408/12457	<b>6.3%</b> 7/111

## 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>62%</b> 67/108	<b>85.2%</b> 92/108
		Yes, most of the time	<b>27.3%</b> 3271/11978		<b>23.1%</b> 25/108	
		Yes, sometimes	<b>16.1%</b> 1927/11978	-	<b>10.2%</b> 11/108	-
		No	<b>5.4%</b> 649/11978	-	<b>4.6%</b> 5/108	-
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>27.5%</b> 30/109	<b>74.3%</b> 81/109
		Yes, most of the time	<b>50.1%</b> 6149/12263		<b>46.8%</b> 51/109	
		Yes, sometimes	<b>19.2%</b> 2357/12263	-	<b>21.1%</b> 23/109	-
		No	<b>4.7%</b> 576/12263	-	<b>4.6%</b> 5/109	-

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>30.7%</b> 27/88	<b>79.5%</b> 70/88
		Yes, most of the time	<b>47.6%</b> 4352/9148		<b>48.9%</b> 43/88	
		Yes, sometimes	<b>18.7%</b> 1708/9148	-	<b>15.9%</b> 14/88	-
		No	<b>3.3%</b> 303/9148	-	<b>4.5%</b> 4/88	-
	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>4.5%</b> 4/88	<b>26.1%</b> 23/88
		Yes, most of the time	<b>27.5%</b> 2516/9143		<b>21.6%</b> 19/88	
		Yes, sometimes	<b>42.5%</b> 3887/9143	-	<b>46.6%</b> 41/88	-
		No	<b>19.3%</b> 1763/9143	-	<b>27.3%</b> 24/88	-
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>15.9%</b> 14/88	<b>56.8%</b> 50/88
		Yes, most of the time	<b>32.5%</b> 2942/9047		<b>40.9%</b> 36/88	
		Yes, sometimes	<b>27.7%</b> 2506/9047	-	<b>28.4%</b> 25/88	-
	No	<b>23.5%</b> 2125/9047	-	<b>14.8%</b> 13/88	-	

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % <i>(Yes, always and Yes, most of the time responses combined)</i>	Your hospital Round 3: % Num/Den	Your hospital Round 3: % <i>(Yes, always and Yes, most of the time responses combined)</i>	
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%</b> 20/87	<b>65.5%</b> 57/87
		Yes, most of the time	<b>39.3%</b> 3456/8788		<b>42.5%</b> 37/87	
		Yes, sometimes	<b>16.8%</b> 1476/8788	-	<b>19.5%</b> 17/87	-
		No	<b>15.6%</b> 1368/8788	-	<b>14.9%</b> 13/87	-
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>41.9%</b> 36/86	<b>69.8%</b> 60/86
		Yes, most of the time	<b>27.2%</b> 2398/8822		<b>27.9%</b> 24/86	
		Yes, sometimes	<b>22.5%</b> 1983/8822	-	<b>22.1%</b> 19/86	-
		No	<b>12.3%</b> 1085/8822	-	<b>8.1%</b> 7/86	-
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>52.3%</b> 46/88	<b>84.1%</b> 74/88
		Yes, most of the time	<b>28.7%</b> 2615/9119		<b>31.8%</b> 28/88	
		Yes, sometimes	<b>20.7%</b> 1886/9119	-	<b>10.2%</b> 9/88	-
		No	<b>6.1%</b> 558/9119	-	<b>5.7%</b> 5/88	-
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>47.1%</b> 41/87	<b>88.5%</b> 77/87
		Yes, most of the time	<b>33.4%</b> 3039/9090		<b>41.4%</b> 36/87	
		Yes, sometimes	<b>15.5%</b> 1408/9090	-	<b>6.9%</b> 6/87	-
		No	<b>4.9%</b> 444/9090	-	<b>4.6%</b> 4/87	-

## 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 Frimley Park Hospital are provided.

<b>Registered Nurses (Band 5 or 6)</b>
1. Provide dementia friendly, safe, calm environments (e.g. a free room) where patients with dementia could have access to a range of activities. 2. Fund for employing an activity support worker who can visit the wards and co-ordinate activities. 3. Dedicated job role of activities coordinator - ensures that patients in the wards that are able to participate in activities are assisted to do so. This would alleviate boredom, agitation, and distress. 4. More variety of finger foods on the menu would be helpful. Also, foods that the age group (of over 65) can identify as opposed to all modern foods.
Activities such as dementia smart TV, pictures, door colouring, activity healthcare assistants would be helpful. Activities and surroundings are needed for dementia.
By reading the dementia passport. Put butterfly sticker above the bed.
Dedicated wards to dementia patients.
Dementia ward.
Extra staff for wanderers to improve care and support for these patients and allowing us to maintain the care for the other patients.
Having dementia training as part of induction.
I know throwing money at the problem is not the cure all but when people with dementia are on acute surgical wards, they must have specials (if they are at risk of falls). As a nurse, we constantly have to prioritise between surgically sick patients and patients with dementia and sadly I feel the dementia patients come second. I feel terrible saying that but it is true.
If we have more staff on duty when we have more patients with dementia it is easy to give them time and independency and to support them as best as we can. Unfortunately, the lack of enough staff is a restraint in providing care to patients.
More dementia friendly activities.
More staff support at mealtimes.
More staff to be able to support patients with Dementia.
More training for care assistants.
Nil. I think my hospital have supported us (staff) to the best of their ability. Now it is up to us (staff) to find out more about how to apply the training we received.
No day rooms, just sat beside beds. Could be taken away to an activity room with others off the ward so other patients can have a break as they can be very disruptive. This would also help the patient with dementia. Sometimes not enough time is given to them or encouragement for them to eat. Also, more emphasis could be placed on the family filling in the form for the choice of food.
Our dementia patients should not be placed in assessment areas as they are often busy and staff do not always have the time to provide the extra care they sometimes require. It is also not a restful place to be admitted to as it is often noisy and busy throughout day and night.
Providing more staff to allow more time to interact and spend with people with dementia, especially when they initially come into hospital and are agitated and disorientated.
Raising the ratio of staff to patients to allow us to spend more time with patients.



## Registered Nurses (Band 5 or 6)

Recently ward has brought in red cups and jugs. I think the trust needs to bring in coloured plates as patients sometimes have difficulty with white ones. This would promote independence as staff wouldn't have to feed patients as much. Having a better ward environment, such as better lighting and media units by each bed space would allow patients to access radio/ TV. This would provide stimulation which staff are often too busy to provide.

Special ward only for dementia patients, as well as qualified staff on this speciality.

Staffing level must be increased. Dementia can be hard work and extra staff or increased level of staffing will allow me to provide better care for my patients.

The ideal situation would be extra staff when required to help support staff on the wards so they can still care for both dementia patients and the other patients in their care. Family if available are very useful.

To promote dementia singing (music box).

We need extra staff especially if more than half of the population of the ward are dementia patients, to properly give quality care for them. Hospital must do a survey every week of the ratio of dementia patients on adult ward so that they could provide the right number of staff for the ward.

## Registered Nurses (Band 7 or above)

Dementia ward that is specifically designed for this group of patients. Needs to be staffed by staff who are specially trained to care for them but also have a special interest in care for them.

Have a purpose dementia ward/ unit as these patients tend to have a complex discharge and bed block for weeks/ months. Patients are often admitted with UTIs which increase confusion. We need something at the point of entrance to support these patients out of an acute environment (which often makes them worse) where they can recover from the delirium. The wards are not staffed enough to deal with the length of stay it takes for these patients to recover.

Having a day room for them to use.

Having a dedicated area where patients can go and have trained staff that can interact with them while waiting for social care placement.

I think that the boundaries set for people who qualify for one to one specialising should be a little more relaxed. The reality is that this is a busy acute hospital, whereby staffing at times feels stretched and unable to provide the patients 100% good care, then add to this situation a challenging patient, this is a recipe for disaster, potential mistakes and huge stress. Having said that, I am also aware of the financial restraints and budgets that we have to work to.

If there were more staff in the hospital I feel that dementia care could be so much better because we have more time to spend with the patient. I find that patients are often moved after evening mealtimes but from around 21:00 they aren't moved that much. I find most patients are moved 2/3 times during their admission at A&E to MAU, then to a ward. I think if this 2nd move to MAU was stopped it would make dementia patients more settled.

More awareness and training generically. Could do with more specialist equipment, red cups etc. Meals and snacks not available at all times to offer people.

More robust and network of care assistants specifically trained to care for patients with dementia that can be pooled. This is the case with mental health, can it not be the same with dementia. These carers should be well known to temporary staffing, committed to training and used for this purpose.

More staff/ volunteers to spend time with the patients and maybe complete some form of activity to keep the patient calm, and this would enhance the wellbeing and recovery, and hopefully reduce their admission time.

## Registered Nurses (Band 7 or above)

More support available for inpatient reviews from dementia specialists, especially regarding advanced care planning and end of life care.

More time in clinic setting to provide information. Some way of documenting on the patient administration system that the patient has dementia and therefore appointment letters should be sent to next of kin and getting consent for this.

More time needs to be available for nursing/ care staff to meet the individual needs of patients and learn more about their likes and dislikes. Whilst the hospital encourages this in theory, in practice there is not enough time to do this as well as it should be done. Having been an inpatient myself, I have seen patients with dementia not eating and drinking because food is just left at the patient bedside and taken away if not eaten. But sometimes patients need prompting/ reminding to eat and drink and this is something I did not see being done by nursing staff. More specific training in the practical support on the wards needs to be given to those staff working with patients with dementia, rather than the awareness session that all staff attend. It is important that all staff have an awareness even if they are not directly working with patients with dementia, but staff who do work with them need additional training.

More volunteers available to run activities with patients with dementia as current staffing level is not sufficient.

More volunteers, dementia specialist nurse visual, updated presentation as been same for last couple years.

Offering dementia training to both registered and unregistered staff.

Staffing could be increased by a carer each shift to enable more interaction with those with dementia.

Staffing levels do not always allow for total individualised care. Dementia specialist nurse available activity in bays with puzzles/ books etc. "This is me" completed for patient and families.

The environment is too cluttered with beds too close together.

We could have a dedicated room on the ward for relatives or carers to stay to be near the patient. The footprint of our hospital would be a problem as there is very limited space to do this. We could have more finger foods available. Large TVs on wards with DVD players would be great. The environment could be more dementia friendly on many ward areas. The lack of storage space can mean there is clutter (although essential i.e. crash trolley) which can be confusing for patients. Wards that have alcoves for crash trolleys and manual handling cupboards/ alcoves for hoists appear less busy and confusing for patients. More assessable outside areas particularly from medical wards would be incredibly beneficial as this will enable patients purposefully wander. (I realise I have done a few comments so I will place the most important one first).

## Healthcare Assistants

As part of my initiative during my final year of doing foundation degree I suggested/ presented a presentation of a certain role called 'activity coordinator' where the idea is to engage patients with dementia with activities such as reading, music box, playing cards, bingo, and more. Watching movies, TV programmes. The concern in our trust is nowhere [on starting] or trialling the idea. There is a lot of evidence that this initiative will reduce the hospitalisation cost by fast recovery and preventing long stay in the hospital.

Carry on the education of staff; the importance of knowing how to treat and care for people with dementia is very important.

Changing the colours in the bathrooms. e.g. toilet seats.

Giving more training, study days.

## Healthcare Assistants

Have on each ward where they have a lot of dementia patients, 1 staff member who is only there to sit with the patients and stimulate them with reading books, doing colouring, doing puzzles and singing. Have a tea party once a week.

Hospital should give more information or educate people what does dementia means... and the different stages of dementia.

I believe the main problem really does come down to having the staff to properly care for people with dementia - we do not have the time to commit to giving them the best possible care as there are only two carers for 9 people, most of whom have some form of dementia - how can two staff look after 9 dementia patients? The answer is they cannot, some patients are going to have less care and attention than others. We need more staff so that we can provide the care these patients deserve, we do not receive any help from our dementia team other than training once per year, which is not much help on the ward!

I really do believe that the dementia champion course should be mandatory to all staff. People may disagree but from training I learnt dementia can be diagnosed at any age. This additional training would give NHS workers a bigger insight into how to care for those with dementia and empathise with the individual/ family and friends. I believe this could also increase awareness within the hospital as dementia is being recognised and diagnosed more frequently.

I think Frimley does well. I think more thought could be made about where to place patients with dementia by the bed managers but I also recognise the shortage of beds impedes on this.

It's very good [already].

Maybe have extra staffing when need who are dementia champions to provide extra support and make them feel secure while staying in hospital. 24-hour dementia service because we tend to have security to cover up when the patients are especially wandering around or aggressive. We do have snacks like biscuits or sometimes relatives bring in foods that they prefer. However, I feel like there should be healthier options of foods available in ward that the hospital could provide.

More one to one interaction on a very busy ward, staff don't have time to site with patient and do activities with them which can cause boredom. Because wards are always very busy when patients wander and are at risk of falls, they are constantly being told to sit down which makes them more confused and can lead to aggression.

More understanding about interventional methods is needed by many staff i.e. what to do and how to react to certain challenging situations. This could be achieved by more specialised study days or workshops to educate staff on correct care.

More wards dedicated to caring for dementia patients. This would be beneficial to both the patient and family of dementia patients and also to other patients who do not have dementia as they can often be awake most of the night.

Provide even more training on dementia.

Recruiting more volunteers or specialists to help with end stage dementia or those patients that are unable to settle and continually walking or getting agitated. To avoid boredom and isolation.

So far Frimley Park Hospital is improving on the above, everybody is undergoing training in cooperation with Stirling University.

Staff need more training about dementia and also, they need more staff in the hospital.

Staff need to encourage patients' relatives to bring in photos and personal possessions that are recognised by the dementia patient.

The main improvement I can see would be to keep inter-hospital transfers or bed moves to a minimum. Any change in environment can caused extreme distress and change of carers/ nurses increases confusion.

We really need more staff on the wards to care for our dementia patients properly.

## Doctors

At handover/ board round, for one person to specifically introduce and give an overview of the needs, likes/ dislikes, and support available to family of the dementia patient concerned.

Have an accessible care plan.

The ward requires more staff to accommodate [individual] needs.

## Allied Healthcare Professionals

Allow the nurses to request enough "specials" to help with care of the more severe patients with dementia.

Better 1:1 specialing and better 'entertainment' on the ward.

Dementia friends and members of staff per department and ward.

Dementia ward with staff all trained on how to work with these patients.

Ensure that every patient has a "This is me" booklet filled out by a relative. Ensure that every relative has communication guidelines from the Alzheimer's society.

Increased staffing to provide the option for more personal/ one to one care for patients with dementia; especially in circumstances where there is more severe confusion, distress or a tendency to wander. Opportunities for group activities or supervised individual activities (e.g. music, reminiscing sessions or board games) to encourage interaction and to reduce anxiety.

More 1:1 time available and a dedicated dementia unit with fully appropriate facilities/ activities.

More staffing/ volunteers to sit and chat with patients and provide reassurance. Could also do with better resources such as dining tables for mealtimes and games, books, etc. They are often available but no-one ever has time to sit down with patients to use them. Need additional people to help with meals as dementia patients often need assistance, encouragement and time; however, the staffing on wards doesn't take this into account.

More vigilant completion of "This is Me" - they are frequently not completed.

Providing mental stimulation or "diversional" opportunities. Encouraging sitting around a table for lunch. Many people with dementia (and others on the ward) have little option for social engagement or mental stimulation other than the bedside television (expensive) or radio. Staff try to support, however sadly do not have the time to entertain or settle someone. I have both observed, and provided assistance myself, to help agitated people with dementia. In one experience, they were previously wandering the ward, visibly agitated. They responded really well to going through one of the books on gardening that had been left on the ward, with my input and conversation; they settled in the chair, brightened in mood and obviously enjoyed the social engagement. But when I had to leave after 10 minutes to return to work, they also returned to wandering the ward rather than continuing with the book herself. Could volunteers be enrolled to help with diversions?

We need to encourage carers to visit more often and especially for meals or when patients are due to have procedures. Patients are in unfamiliar surroundings with people they don't know which can make them even more confused than normal. Encourage family/ carers to bring in foods that the patient likes. Try and provide foods from our catering department that are familiar to patients (we already have a finger foods list).

We need to have a finger food menu, more help with eating and drinking on the ward, more companions for patients to have their meals with, patients should be moved away from the bed space and sat at a table to eat their meals.

## Students

Dementia patients in the ward I worked in were often restricted to sitting on a chair or in bed for "their own safety or to prevent falls" (many were post-op orthopaedic patients). More accessible activities and increased staff support would make a difference to prevent this restriction for their own safety from being an imprisonment.

## Therapy Assistants & Allied Healthcare Professional Assistants

More staff needed.

There are not enough staff to be able to give dementia patients the input they need to stimulate them and accommodate individual needs. Staff are unable to sit with patients and engage them in relevant activities. Sometimes the staff are unaware of the need to communicate in a different way to those patients who can easily understand instructions etc. More staff needed with more training to understand dementia.

## Ward-based Administrators

It would be helpful if patients were not moved through various wards as this adds to their level of confusion. I realise that this is not always practical due to a lack of beds and over capacity issues, so maybe a dedicated dementia area/ ward would provide some protection from numerous ward moves.

Mealtimes, I feel patients would eat better if they could eat around a table and interact with other patients; this would encourage eating and better nutrition.

More activities and bits to keep patient occupied i.e. games, TV, radio.

More staff who will have the time to spend with our dementia patients! To talk, read, to encourage conversation, play games etc. To do their hair, put nail polish on (ladies of course). To take for a coffee.

## Other / Unknown

If there is a special appointed to look after dementia patient care, is much better - time is key and on a surgical ward, time is often limited as there is care that needs to be given in a time appropriate way - e.g. prep for theatre, post-op observations, sliding scales managed, all which cannot be delayed in order to walk or sit and talk with a patient with dementia, even if you are aware that this would be your preferred choice to offer them the best possible care. Very frustrating.



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