

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

**Local report appendices for:**

**Scunthorpe General Hospital**

**Northern Lincolnshire and Goole 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).

# Table of Contents

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Introduction to the appendices .....	2
Appendix A: Organisational checklist data .....	3
Appendix B: Patient demographics .....	15
Appendix C: Casenote audit data .....	19
Appendix D: Carer demographics .....	28
Appendix E: Carer questionnaire data .....	29
Appendix F: Staff demographics .....	32
Appendix G: Staff questionnaire data .....	34
Appendix H: Verbatim staff suggestions for your hospital, presented by job role .....	40

## 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>In development</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>In development</b>	New question for Round 3
		Pathway in development	<b>26.6%</b> 46/173		
		Stroke			
		Yes	<b>32.9%</b> 57/173	<b>In development</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>In development</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>No</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>No</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>	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	
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>No</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>No</b> No	
	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, less than 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>No</b>	New question for Round 3
	9a	<i>(If Q9=Yes)</i> The group meets:			
		Annually	<b>0.5%</b> 1/186	<b>N/A</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	<b>N/A</b>	New question for Round 3
		Organisations e.g. Alzheimer's Society	<b>64%</b> 119/186	<b>N/A</b>	
Carer/ service user representation	<b>66.1%</b> 123/186	<b>N/A</b>			
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>16</b>		New question for Round 3
	Ward 2:		<b>17</b>		
	Ward 3:		<b>24</b>		
	Number of patients checked:		-	<b>10</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>5</b>	New question for Round 3
	Percentage of patients where the information was present:		-	<b>50%</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>No</b>	No
	<i>(If Q22=Yes)</i> Please say what this is:				
	22a	A visual indicator, symbol or marker	<b>87.1%</b> 122/140	<b>N/A</b>	N/A
		Alert sheet or electronic flag	<b>18.6%</b> 26/140	<b>N/A</b>	
		A box to highlight or alert dementia condition in the notes or care plan	<b>20.7%</b> 29/140	<b>N/A</b>	
Other		<b>17.9%</b> 25/140	<b>N/A</b>		
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>	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	
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>	No
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>	No



## 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>2%</b> (1)
66 - 80	<b>24.3%</b> (2445)	<b>15.7%</b> (8)
81 - 100	<b>73%</b> (7332)	<b>82.4%</b> (42)
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>62 - 96</b>
Mean	<b>84</b>	<b>85.7</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>23.5%</b> (12)
Female	<b>59.9%</b> (6018)	<b>76.5%</b> (39)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>82.1%</b> (8250)	<b>92.2%</b> (47)
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>5.9%</b> (3)
Other	<b>12.4%</b> (1250)	<b>2%</b> (1)

First language	National audit Round 3: % (N)	Your hospital Round 3: % (N)
English	<b>77.4%</b> (7778)	<b>7.8%</b> (4)
Welsh	<b>0.6%</b> (61)	<b>0%</b> (0)
Other European language	<b>1%</b> (96)	<b>3.9%</b> (2)
Asian language	<b>1.4%</b> (144)	<b>0%</b> (0)
Not documented	<b>19%</b> (1909)	<b>86.3%</b> (44)
Other	<b>0.6%</b> (59)	<b>2%</b> (1)

Primary diagnosis/ cause of admission*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Respiratory	<b>19.9%</b> (1998)	<b>9.8%</b> (5)
Fall	<b>13.3%</b> (1332)	<b>7.8%</b> (4)
Urinary/ renal	<b>9%</b> (901)	<b>5.9%</b> (3)
Hip dislocation/ hip fracture	<b>7.5%</b> (754)	<b>7.8%</b> (4)
Sepsis	<b>6.3%</b> (633)	<b>2%</b> (1)
Delirium/ confusion	<b>6%</b> (604)	<b>5.9%</b> (3)
Gastrointestinal	<b>5.9%</b> (595)	<b>5.9%</b> (3)
Cardiac/ vascular	<b>5.1%</b> (517)	<b>7.8%</b> (4)
Stroke	<b>3.8%</b> (380)	<b>0%</b> (0)
Neurological	<b>3.6%</b> (364)	<b>3.9%</b> (2)
Skin lacerations/ lesions	<b>2%</b> (204)	<b>2%</b> (1)
Impaired consciousness	<b>2%</b> (198)	<b>11.8%</b> (6)
Dementia**	<b>1.9%</b> (195)	<b>0%</b> (0)
Other	<b>1.9%</b> (192)	<b>13.7%</b> (7)
Unable to cope/ frailty	<b>1.6%</b> (160)	<b>2%</b> (1)
Dehydration	<b>1.4%</b> (143)	<b>3.9%</b> (2)
Haematology	<b>1.1%</b> (115)	<b>3.9%</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>0%</b> (0)
Surgical/ non-surgical procedure	<b>0.9%</b> (86)	<b>0%</b> (0)
Pain/ swelling	<b>0.8%</b> (85)	<b>2%</b> (1)
Hepatology	<b>0.8%</b> (84)	<b>0%</b> (0)
Oral/ visual/ auditory	<b>0.4%</b> (45)	<b>2%</b> (1)
Rheumatic	<b>0.4%</b> (45)	<b>2%</b> (1)
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>0%</b> (0)
General Medical	<b>23.5%</b> (2359)	<b>51%</b> (26)
Other Medical	<b>9.9%</b> (999)	<b>19.6%</b> (10)
Orthopaedics	<b>8.9%</b> (892)	<b>5.9%</b> (3)
Surgical	<b>6.8%</b> (681)	<b>9.8%</b> (5)
Stroke	<b>4.5%</b> (456)	<b>0%</b> (0)
Cardiac	<b>2.5%</b> (248)	<b>9.8%</b> (5)
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>2%</b> (1)
Oncology	<b>0.2%</b> (22)	<b>2%</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>13.7%</b> (7)
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>18.2%</b> (8)
Received end of life care in hospital/ was on an end of life care plan	<b>13%</b> (1302)	<b>19.6%</b> (10)

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>49%</b> (25)
11 – 20 days	<b>25.5%</b> (2559)	<b>35.3%</b> (18)
21 – 30 days	<b>11.3%</b> (1132)	<b>9.8%</b> (5)
31 – 40 days	<b>6.7%</b> (671)	<b>3.9%</b> (2)
41 – 50 days	<b>4.2%</b> (418)	<b>2%</b> (1)
51 – 60 days	<b>2.3%</b> (230)	<b>0%</b> (0)
61 – 70 days	<b>1.7%</b> (168)	<b>0%</b> (0)
71 – 80 days	<b>1%</b> (102)	<b>0%</b> (0)
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>3-47</b>
Median (days)	<b>12</b>	<b>11</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>43.1%</b> (22)	<b>20.5%</b> (9)
Respite care	<b>0.8%</b> (80)	<b>1.6%</b> (136)	<b>2%</b> (1)	<b>2.3%</b> (1)
Rehabilitation	<b>0.4%</b> (37)	<b>2.4%</b> (207)	<b>0%</b> (0)	<b>4.5%</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>2.3%</b> (1)
Residential care	<b>16.9%</b> (1701)	<b>17.7%</b> (1551)	<b>21.6%</b> (11)	<b>27.3%</b> (12)
Nursing home	<b>19.7%</b> (1981)	<b>28.7%</b> (2511)	<b>33.3%</b> (17)	<b>38.6%</b> (17)
Palliative care	<b>0%</b> (5)	<b>0.6%</b> (54)	<b>0%</b> (0)	<b>2.3%</b> (1)
Transfer from another hospital	<b>1.4%</b> (145)	<b>3.9%</b> (343)	<b>0%</b> (0)	<b>2.3%</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>77.3%</b> (34)
Own/ carer's home to nursing/ residential care	<b>11.1%</b> (972)	<b>9.1%</b> (4)

\*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>80.4%</b> 41/51	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>92.2%</b> 47/51	92.5% 37/40	
	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>93.6%</b> 44/47	17.1% 6/35
		Other action taken	<b>4%</b> 352/8822 (2%, 0-5%)	<b>0%</b> 0/47	New answer options for Round 3	
	Yes or other action taken	<b>89.9%</b> 7932/2288 (93%, 85-98%)	<b>93.6%</b> 44/47			
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>98%</b> 50/51	70% 28/40	
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>52%</b> 26/50	89.7% 35/39	
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>75.5%</b> 37/49	92.3% 36/39	

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>42%</b> 21/50	67.5% 27/40
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	<b>42.8%</b> 3977/9294 (44%, 26-58%)	<b>30%</b> 15/50	New answer options for Round 3
		Yes, other	<b>1.7%</b> 161/9294 (0%, 0-2%)	<b>2%</b> 1/50	
		Yes (all options)	<b>89.8%</b> 8350/9294 (92%, 85-96%)	<b>74%</b> 37/50	

### 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>33.3%</b> 16/48	46.2% 18/39
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>15.7%</b> 8/51	22.5% 9/40
		Yes, but there was no indication that delirium may be present	<b>18.5%</b> 1863/10047 (15%, 6-25%)	<b>41.2%</b> 21/51	15% 6/40
		Yes (both options)	<b>44.5%</b> 4466/10047 (42%, 27-60%)	<b>56.9%</b> 29/51	37.5% 15/40
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>100%</b> 8/8	66.7% 6/9

## 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>41.2%</b> 21/51	70% 28/40
	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>28.6%</b> 6/21	89.3% 25/28
		Unknown*	<b>33.1%</b> 1865/5626 (14%, 0-44%)	<b>52.4%</b> 11/21	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>9.5%</b> 2/21	New question for Round 3
		Unknown*	<b>34.1%</b> 1916/5616 (16%, 3-48%)	<b>61.9%</b> 13/21	
	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>30%</b> 6/20	71.4% 20/28
		Unknown*	<b>29.9%</b> 1685/5631 (13%, 0-37%)	<b>45%</b> 9/20	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>4.8%</b> 1/21	41.7% 10/24
		Unknown*	<b>37.8%</b> 2110/5583 (20%, 5-50%)	<b>57.1%</b> 12/21	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>4.8%</b> 1/21	40% 10/25
		Unknown*	<b>39.1%</b> 2167/5539 (20%, 7-52%)	<b>57.1%</b> 12/21	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>9.5%</b> 2/21	40% 10/25
		Unknown*	<b>35.3%</b> 1977/5598 (17%, 3-46%)	<b>52.4%</b> 11/21	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>6.9%</b> 2/29	25% 9/36
	23a	<i>(If 23=No)</i> Please comment:			
		Patient too unwell/ not responsive	<b>3.3%</b> 189/5690	<b>0%</b> 0/27	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> 0/27	
		Not routine/ not standard practice	<b>5.8%</b> 331/5690	<b>0%</b> 0/27	
		Not documented/ unknown reason	<b>78.1%</b> 4444/5690	<b>92.6%</b> 25/27	
	Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	<b>10.8%</b> 616/5690	<b>7.4%</b> 2/27		
	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>31%</b> 9/29	22.2% 8/36
	25	Have there been any symptoms of delirium? (y/n)	<b>32.3%</b> 2367/7329 (33%, 22-41%)	<b>31%</b> 9/29	22.2% 8/36
	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>22.2%</b> 2/9	50% 4/8
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>10.3%</b> 3/29	19.4% 7/36	
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>0%</b> 0/3	42.9% 3/7	

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>75%</b> 9/12	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>44.4%</b> 4/9	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> 0/4	
		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>75%</b> 3/4	
		There is no record of either consent or best interest decision making*	<b>18.3%</b> 212/1161 (14%, 0-33%)	<b>25%</b> 1/4	
	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>55.6%</b> 5/9	
	27a (iii)	The patients consent was requested and this is recorded	<b>29.1%</b> 142/488 (25%, 0-50%)	<b>40%</b> 2/5	
		There is no record of the patients consent*	<b>70.9%</b> 346/488 (75%, 50-100%)	<b>60%</b> 3/5	
	27a (ii & iii)	Consent or best interests (responses options combined)	<b>66.2%</b> 1091/1649 (67%, 50-86%)	<b>55.6%</b> 5/9	
		No consent or best interests (response options combined)	<b>33.8%</b> 558/1649 (33%, 14-50%)	<b>44.4%</b> 4/9	

\*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>65.5%</b> 19/29	83.9% 26/31
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>56%</b> 14/25	77.1% 27/35
	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>76%</b> 19/25	85.7% 30/35
	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>55.2%</b> 16/29	83.3% 30/36
	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>65.5%</b> 19/29	80.6% 29/36
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>93.1%</b> 27/29	88.9% 32/36
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>50%</b> 14/28	71.9% 23/32
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>96.4%</b> 27/28	77.8% 28/36
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> 29/29	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>27.3%</b> 6/22	23.5% 8/34
	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>85.7%</b> 6/7	0% 0/2
		Patient awaiting assessment	<b>9.1%</b> 190/2088	<b>14.3%</b> 1/7	0% 0/2
		Patient awaiting history/ results	<b>6.1%</b> 127/2088	<b>0%</b> 0/7	0% 0/2
		Patient awaiting surgery	<b>9.6%</b> 200/2088	<b>0%</b> 0/7	50% 1/2
		Patient presenting confusion	<b>5.7%</b> 120/2088	<b>0%</b> 0/7	0% 0/2
		Patient on end of life plan	<b>0%</b> 1/2088	<b>0%</b> 0/7	-
		Patient being transferred to another hospital	<b>0.1%</b> 2/2088	<b>0%</b> 0/7	0% 0/2
		Patient unresponsive	<b>0.3%</b> 6/2088	<b>0%</b> 0/7	0% 0/2
		Patient being discharged to nursing/ residential care	<b>6.5%</b> 136/2088	<b>0%</b> 0/7	50% 1/2
		Not recorded	-	-	0% 0/2
Other	<b>0%</b> 0/2088	<b>0%</b> 0/7	0% 0/2		

## 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>27.6%</b> 8/29	13.9% 5/36
		24 hours	<b>12.2%</b> 897/7329	<b>6.9%</b> 2/29	0% 0/36
		25 - 48 hours	<b>14.7%</b> 1075/7329	<b>20.7%</b> 6/29	38.9% 14/36
		More than 48 hours	<b>27.1%</b> 1985/7329	<b>17.2%</b> 5/29	19.4% 7/36
		No notice at all	<b>0.5%</b> 35/7329	<b>0%</b> 0/29	0% 0/36
		Not documented	<b>24.2%</b> 1770/7329	<b>27.6%</b> 8/29	27.8% 10/36
		No carer, family, friend/ could not contact	<b>1.8%</b> 132/7329	<b>0%</b> 0/29	0% 0/36
		Patient specified information withheld	<b>0%</b> 3/7329	<b>0%</b> 0/29	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>76.5%</b> 13/17	76.5% 26/34

## Appendix D: Carer demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
18 – 24 years	1% (48)	0% (0)
25 – 34 years	2.9% (133)	0% (0)
35 – 44 years	5.6% (259)	23.1% (3)
45 – 54 years	16.2% (749)	23.1% (3)
55 – 64 years	25.8% (1193)	23.1% (3)
65 – 74 years	20.8% (960)	7.7% (1)
75 – 84 years	19.1% (885)	23.1% (3)
85 years or over	7.4% (343)	0% (0)
Prefer not to say	1.2% (56)	0% (0)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	30.6% (1413)	23.1% (3)
Female	68.1% (3150)	76.9% (10)
Other	0.1% (4)	0% (0)
Prefer not to say	1.2% (57)	0% (0)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	88.4% (4079)	92.3% (12)
Black/ Black British	3% (140)	0% (0)
Asian/ Asian British	3.3% (152)	0% (0)
Mixed	1% (44)	0% (0)
Chinese	0.2% (9)	0% (0)
Other	1.4% (64)	0% (0)
Prefer not to say	2.7% (124)	7.7% (1)

Relationship to patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Spouse or partner	33.5% (1558)	15.4% (2)
Family member	55.9% (2597)	69.2% (9)
Friend	4.4% (203)	0% (0)
Professional carer (health or social care)	5.4% (249)	15.4% (2)
Other	0.9% (41)	0% (0)

One of main carers for patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Yes	77.8% (3356)	84.6% (11)

## 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>53.8%</b> 7/13
		<b>43.3%</b> 1980/4578	<b>46.2%</b> 6/13
		<b>10.2%</b> 468/4578	<b>0%</b> 0/13
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>69.2%</b> 9/13
		<b>36.4%</b> 1672/4592	<b>23.1%</b> 3/13
		<b>9.4%</b> 431/4592	<b>7.7%</b> 1/13
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>75%</b> 9/12
		<b>34.2%</b> 1515/4433	<b>25%</b> 3/12
		<b>10.4%</b> 462/4433	<b>0%</b> 0/12
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?	
		<b>76%</b> 3471/4569	<b>100%</b> 12/12
		<b>20.8%</b> 952/4569	<b>0%</b> 0/12
		<b>3.2%</b> 146/4569	<b>0%</b> 0/12

## 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>61.5%</b> 8/13
		Yes, to some extent	<b>40.4%</b> 1843/4566	<b>23.1%</b> 3/13
		No	<b>17.8%</b> 815/4566	<b>15.4%</b> 2/13
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>46.2%</b> 6/13
		Yes, to some extent	<b>36.4%</b> 1637/4497	<b>46.2%</b> 6/13
		No	<b>16.1%</b> 722/4497	<b>7.7%</b> 1/13
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>61.5%</b> 8/13
		Yes, to some extent	<b>34.5%</b> 1563/4524	<b>23.1%</b> 3/13
		No	<b>20.1%</b> 908/4524	<b>15.4%</b> 2/13



## 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>23.1%</b> 3/13
		<b>33.9%</b> 1575/4645	<b>46.2%</b> 6/13
		<b>17%</b> 790/4645	<b>15.4%</b> 2/13
		<b>9.6%</b> 446/4645	<b>15.4%</b> 2/13
		<b>5%</b> 232/4645	<b>0%</b> 0/13
	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>46.2%</b> 6/13
		<b>34.1%</b> 1551/4544	<b>38.5%</b> 5/13
		<b>14.3%</b> 648/4544	<b>15.4%</b> 2/13
		<b>4.8%</b> 220/4544	<b>0%</b> 0/13
		<b>4.2%</b> 192/4544	<b>0%</b> 0/13

## 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>66.7%</b> 8/12
		<b>34%</b> 1487/4379	<b>16.7%</b> 2/12
		<b>9.9%</b> 434/4379	<b>16.7%</b> 2/12
		<b>5.8%</b> 254/4379	<b>0%</b> 0/12

## 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>54.3%</b> (70)
26 - 50%	<b>25.6%</b> (3651)	<b>27.9%</b> (36)
51 - 75%	<b>24.4%</b> (3489)	<b>10.9%</b> (14)
More than 75%	<b>18.1%</b> (2588)	<b>7%</b> (9)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>15.7%</b> (2260)	<b>10%</b> (13)
Female	<b>83.2%</b> (11954)	<b>89.2%</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>93.1%</b> (121)
Black/ Black British	<b>4.1%</b> (594)	<b>0%</b> (0)
Asian/ Asian British	<b>8%</b> (1150)	<b>2.3%</b> (3)
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>2.3%</b> (3)
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>40.8%</b> (53)
Registered nurse (Band 7 or above)	<b>12.7%</b> (1831)	<b>22.3%</b> (29)
Healthcare assistant	<b>23.1%</b> (3324)	<b>17.7%</b> (23)
Doctor	<b>11.5%</b> (1645)	<b>3.1%</b> (4)
Allied healthcare professional	<b>11.9%</b> (1713)	<b>7.7%</b> (10)
Therapy assistant/ allied healthcare professional assistant	<b>2.6%</b> (367)	<b>1.5%</b> (2)
Student	<b>2.3%</b> (332)	<b>0%</b> (0)
Ward based administrators	<b>4%</b> (571)	<b>3.8%</b> (5)
Other/ unknown	<b>1.9%</b> (279)	<b>3.1%</b> (4)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	<b>13%</b> (1866)	<b>12.3%</b> (16)
30 hours or more	<b>87%</b> (12458)	<b>87.7%</b> (114)

<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>5.4% (7)</b>
6 - 11 months	<b>9.5% (1364)</b>	<b>10.8% (14)</b>
1 - 2 years	<b>15.6% (2242)</b>	<b>14.6% (19)</b>
3 - 5 years	<b>16.4% (2350)</b>	<b>12.3% (16)</b>
6 - 10 years	<b>15.9% (2283)</b>	<b>9.2% (12)</b>
11 - 15 years	<b>12.1% (1739)</b>	<b>12.3% (16)</b>
More than 15 years	<b>22.4% (3205)</b>	<b>35.4% (46)</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>23%</b> 29/126	<b>48.4%</b> 61/126
		Yes, most of the time	<b>32.9%</b> 4614/14024		<b>25.4%</b> 32/126	
		Yes, sometimes	<b>26.8%</b> 3760/14024	-	<b>31%</b> 39/126	-
		No	<b>11.6%</b> 1624/14024	-	<b>20.6%</b> 26/126	-
	1b	Out of office hours				
		Yes, always	<b>7.8%</b> 874/11207	<b>23.5%</b> 2637/11207	<b>7.4%</b> 7/94	<b>17%</b> 16/94
		Yes, most of the time	<b>15.7%</b> 1763/11207		<b>9.6%</b> 9/94	
		Yes, sometimes	<b>27.9%</b> 3129/11207	-	<b>29.8%</b> 28/94	-
No		<b>48.6%</b> 5441/11207	-	<b>53.2%</b> 50/94	-	

## 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>39%</b> 48/123
		<b>53.2%</b> 7030/13205	<b>51.2%</b> 63/123
		<b>5.4%</b> 713/13205	<b>4.1%</b> 5/123
		<b>7.7%</b> 1018/13205	<b>8.1%</b> 10/123
		<b>7.3%</b> 961/13205	<b>0.8%</b> 1/123
		<b>17.3%</b> 2278/13205	<b>17.9%</b> 22/123
	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>54%</b> 54/100
		<b>50.5%</b> 5390/10670	<b>38%</b> 38/100
	<b>7.3%</b> 778/10670	<b>8%</b> 8/100	

## 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>15.4%</b> 20/130	<b>44.6%</b> 58/130
		Yes, most of the time	<b>38.5%</b> 5525/14345		<b>29.2%</b> 38/130	
		Yes, sometimes	<b>33%</b> 4734/14345	-	<b>40.8%</b> 53/130	-
		No	<b>7.1%</b> 1014/14345	-	<b>14.6%</b> 19/130	-
	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>24.3%</b> 27/111	<b>55%</b> 61/111
		Yes, most of the time	<b>40.9%</b> 5454/13329		<b>30.6%</b> 34/111	
		Yes, sometimes	<b>30.6%</b> 4074/13329	-	<b>41.4%</b> 46/111	-
		No	<b>1.9%</b> 252/13329	-	<b>3.6%</b> 4/111	-
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>20.9%</b> 27/129	<b>51.9%</b> 67/129
		Yes, most of the time	<b>33.2%</b> 4759/14333		<b>31%</b> 40/129	
		Yes, sometimes	<b>27.3%</b> 3913/14333	-	<b>22.5%</b> 29/129	-
	No	<b>10.6%</b> 1516/14333	-	<b>25.6%</b> 33/129	-	

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>31.6%</b> 37/117
		Occasionally	<b>37.2%</b> 4636/12457	<b>46.2%</b> 54/117
		Almost Never	<b>9.7%</b> 1210/12457	<b>12.8%</b> 15/117
		Never	<b>3.3%</b> 408/12457	<b>9.4%</b> 11/117

## 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>35.7%</b> 40/112	<b>65.2%</b> 73/112
		Yes, most of the time	<b>27.3%</b> 3271/11978		<b>29.5%</b> 33/112	
		Yes, sometimes	<b>16.1%</b> 1927/11978	-	<b>16.1%</b> 18/112	-
		No	<b>5.4%</b> 649/11978	-	<b>18.8%</b> 21/112	-
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>27.2%</b> 31/114	<b>64.9%</b> 74/114
		Yes, most of the time	<b>50.1%</b> 6149/12263		<b>37.7%</b> 43/114	
		Yes, sometimes	<b>19.2%</b> 2357/12263	-	<b>25.4%</b> 29/114	-
		No	<b>4.7%</b> 576/12263	-	<b>9.6%</b> 11/114	-

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>17%</b> 17/100	<b>65%</b> 65/100
		Yes, most of the time	<b>47.6%</b> 4352/9148		<b>48%</b> 48/100	
		Yes, sometimes	<b>18.7%</b> 1708/9148	-	<b>28%</b> 28/100	-
		No	<b>3.3%</b> 303/9148	-	<b>7%</b> 7/100	-
	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%</b> 4/100	<b>19%</b> 19/100
		Yes, most of the time	<b>27.5%</b> 2516/9143		<b>15%</b> 15/100	
		Yes, sometimes	<b>42.5%</b> 3887/9143	-	<b>44%</b> 44/100	-
		No	<b>19.3%</b> 1763/9143	-	<b>37%</b> 37/100	-
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>10%</b> 10/100	<b>37%</b> 37/100
		Yes, most of the time	<b>32.5%</b> 2942/9047		<b>27%</b> 27/100	
		Yes, sometimes	<b>27.7%</b> 2506/9047	-	<b>24%</b> 24/100	-
		No	<b>23.5%</b> 2125/9047	-	<b>39%</b> 39/100	-



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>23.2%</b> 22/95	<b>61.1%</b> 58/95
		Yes, most of the time	<b>39.3%</b> 3456/8788		<b>37.9%</b> 36/95	
		Yes, sometimes	<b>16.8%</b> 1476/8788	-	<b>18.9%</b> 18/95	-
		No	<b>15.6%</b> 1368/8788	-	<b>20%</b> 19/95	-
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>18.8%</b> 18/96	<b>51%</b> 49/96
		Yes, most of the time	<b>27.2%</b> 2398/8822		<b>32.3%</b> 31/96	
		Yes, sometimes	<b>22.5%</b> 1983/8822	-	<b>24%</b> 23/96	-
		No	<b>12.3%</b> 1085/8822	-	<b>25%</b> 24/96	-
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>32.3%</b> 32/99	<b>61.6%</b> 61/99
		Yes, most of the time	<b>28.7%</b> 2615/9119		<b>29.3%</b> 29/99	
		Yes, sometimes	<b>20.7%</b> 1886/9119	-	<b>22.2%</b> 22/99	-
		No	<b>6.1%</b> 558/9119	-	<b>16.2%</b> 16/99	-
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>31%</b> 31/100	<b>67%</b> 67/100
		Yes, most of the time	<b>33.4%</b> 3039/9090		<b>36%</b> 36/100	
		Yes, sometimes	<b>15.5%</b> 1408/9090	-	<b>24%</b> 24/100	-
		No	<b>4.9%</b> 444/9090	-	<b>9%</b> 9/100	-

## 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 Scunthorpe General Hospital are provided.

<b>Registered Nurses (Band 5 or 6)</b>
1. I would suggest we could have a dementia representative or link person to be involved directly in the ward. 2. Activities coordination - in every ward, to motivate patients in activities and patient [would] feel loved and at ease by [us] supporting their daily needs. 3. To put up another extra room on bay where dementia patients can sit down and do some social activities with other patients and with the family and relatives.
A day room with table and chairs, and to be able to decorate and stimulate the patients and the day room accordingly.
All staff receive dementia training. Utilise the dementia champion, for direction. Utilise the box of objects collected for patients with dementia. Speak to friends/ family/ outside agencies for support /information. Use the booklets for family/ carers to complete about the patient.
Allow patients carers up to theatres where appropriate and the "my life" booklet to accompany the patient to theatres.
Allowing relatives to stay with them.
Attempting to allocate these patients in areas more specialised in elderly care, rather than medical wards.
By making staff aware of their patient needs and the level of dementia.
Change the colour of the floor and the walls.
Clarifying the diagnosis on admission. There could be a team to help and stimulate the patients as we cannot do it as nurses. We just don't have time. More support for family and carers.
Dementia friendly ward environment.
Ensure all clinical staff members are required to undertake Level 2 dementia training, as this has provided me with a great insight into what helps when caring for a person who has dementia.
Extra staff to support patients at all times of the day and especially at night when staffing is minimal.
Give more support to staff (more training). More staff.
Give training to staff, a dementia course has now been introduced but it is very difficult to access. Provide more staff in areas where there are a large amount of dementia patients. Provide space where dementia patients can go away from their bed space, as our ward has no day room or any other place for patients to go. As a staff nurse, I do not feel I am adequately trained to care for dementia patients adequately.
Increased staffing should be dependent on ward needs, reassessed daily. Unfortunately, there is no give in the system and staffing levels are fixed, normally at lowest level possible and bank staff used to fill staff shortfalls. Not to rotate to wards with increased dependency levels. If wards were adequately staffed bank staff could be sent where needed to support wards with increased needs due to dementia patients.
It would be very helpful to staff to have a written record of how best to provide the care and support needed for each individual dementia patient. Some examples might include, do they like tea or coffee, one sugar or two, what do they like/ dislike to eat, do they need assistance to eat, what is their normal routine, a brief overview of their home circumstances, i.e. spouse, family, where and who they live with. The more we know about a patient, the more individual care we can give. Extra staffing would also greatly improve the care, to give more time and resources to provide safer and more individual support to patients.
Making all wards dementia friendly. Visual aids to help patients familiarise themselves to their surroundings.

## Registered Nurses (Band 5 or 6)

More dementia low beds.
More dementia tier 2 study days.
More staff and help at mealtimes. More varieties of finger food i.e. savoury foods sausage rolls etc. - easy for them to pick at and eat at later time if patient would like to do so. More support needed from mental health team. Will often delay a patient's discharge as awaiting review before discharge. Not much support when they have been reviewed either.
More staff for 1:1 care when needed.
More staff to be able to sit and spend time with patients living with dementia, gain valuable information, life histories, likes and dislikes etc. to aim to promote patient comfort and alleviate any distress whilst in hospital. More staff who have a passion for dementia and its promotion, specialist nurses who specialise in this patient group, aiming to provide best possible care to the patient living with dementia. A nurse who has time to spend with not only the patient, but their families too, to be able to communicate fully and keep everyone informed and aware of the patients journey from admission to discharge and thereafter.
More staff to specifically deal with clients with dementia, meeting their needs such as assisting with feeding and changing. Open visiting for relatives would also be helpful for the patients and to allow staff to get to know the patient with dementia fully. The implementation of the "Butterfly scheme" or "therapy mats" would also be beneficial in my opinion.
More staff who are there to care for dementia patients, not just pulling off other wards.
More staff would enable better care for dementia patients.
More staffing to provide company and allow safe mobilising around the ward areas.
More timely discharges to enable patient to return to their usual environment sooner, increase the role of community nursing care to reduce admissions into hospital.
Need a lot more awareness, dementia friendly decor needs incorporating into the new layout.
Not transferring them to other wards at stupid hours in the morning. Allowing extra healthcare support workers for patients with advanced dementia needing more care and time to keep them safe. We have had patients with dementia transferred to our ward in the middle of the night. We have tried to refuse as it is unacceptable but we are always told by bed managers that we have to take them as they need the bed. This is terrible practice and despite doing incident forms each time it still goes on. I don't think it is appropriate to be moving dementia patients, especially not at 3am!
People with dementia tend to climb out of their beds or wander, therefore they are at risk to themselves and others, we request 1 to 1 sitters, which are needed at every shift. This does not happen.
Staff employed to provide activities for people living with dementia. The ward needs a day room so we can make an area dementia friendly.
Supported early discharge for dementia patients to try and prevent unnecessary deskilling and loss of independence.
The difficulty with dementia patients is the isolation, these patients in hospital tend to be more disorientated and [verbally/ physically] aggressive, group treatment was used in my country ([country in Europe]). Patients are on the same bay (4 maximum) with visible access to nursing staff, pale colours on the walls and smooth music, closed windows/ doors to reduce noise. Pumps for IV fluids are noise free and out of site. Cannulas are decorated and protected with sleeves. Normal clothes for patients and one staff member with normal clothes on the bay who is informed of every need [of] the patients. [For] long term hospitalisation, patient frames, bedding, chair or even bed are transferred to hospital. Big board with name of the carer and clock and date on the wall and an icon of sun or moon to indicate the time of day. Lights are [turned down] after 21:00 and before 07:00. One family member for patient if possible (no more than that).
The ward needs a day room with activities for the person with dementia.

## Registered Nurses (Band 5 or 6)

Unable to book on study days as always full.

Unfortunately, due to the ever-growing problem of under-staffing/ poor skill mixes, the problems we face will continue. Only when staffing is at a safe level will we be able to care for patients in a safe and prioritised manner.

We need more low beds on the ward and additional staff to supervise patients with dementia to stop injury or neglect occurring.

## Registered Nurses (Band 7 or above)

All adult wards should be dementia friendly with regards signage and equipment (toilet seats/ hand rails etc.). Would be useful to have a volunteer service to contact to sit with dementia patients if family not available to support them in strange environment.

Allow families of patients with dementia to be with patients during doctors rounds on the ward and for the patients to be spoken to with respect and offered time to voice their needs and wishes.

Continue to roll out dementia friendly environments.

Dementia friendly wards i.e. pictures, toilet seats, one to one for those who are highly demanding.

Encouraging the use of passports for all patients. Provide dementia training for all members of staff.

Have a designated ward with the appropriately trained staff and support network.

I think we have moved on a long way with dementia care and are in the process of redecorating and resigning department rooms etc. I would like to see development of a specialist team of nurses and allied health professionals who specialise in dementia care and/ or specialist dementia wards that are devoted to caring for patients with dementia in a hospital setting, no matter what their initial diagnosis is or where they can be transferred to once stable.

Increase in staffing levels to support patients and staff and continued enhancement of information for patients/ staff and carers.

Increased funding for creating 'dementia friendly' areas throughout the hospital rather than just a few places. Increased capacity to deliver training - very difficult to access Tier 2 training.

Involving families in planning care more and listening to their concerns.

Making learning more accessible.

Mental health out of hours can be quite poor.

More nurse specialists. Better environments; flooring and wall colours.

Patients with dementia should be encouraged to be dressed in their own clothes to help orientate them to day and night, also have access to a day room with familiar furniture such as televisions/ chairs etc. This would also benefit family visitors.

Provide craft activities.

Smaller, quieter wards with better staffing ratios (4 patients to a bay only, ideally 1 staff nurse to six patients, plus HCA support).

The hospital dementia team are currently looking at the possibility of carer cards so carers can visit anytime and assist with care. I feel that this will be an improvement to the current circumstances.

The introduction of dementia friendly wards has begun - all wards should consider dementia friendly status and funding/ assistance to implement should be available.

The recent study day raising awareness and care of patients with dementia is excellent. I would just say more of the same training for all not just clinical staff.

## Registered Nurses (Band 7 or above)

We need more signage for dementia patients around the trust as well as flooring and painting of the walls. This is being addressed by the trust.

We need more training days to be available as there are not sufficient for the number of healthcare professionals that need training in the trust. This is why I have not had any official training as yet.

With the staffing figures as low as they are at present, it can be very difficult to provide intense care to patients with dementia as it takes away care from others. We go out of our way to encourage their relatives/ carers to visit openly or even to stay overnight if they wish. If there were facilities within the hospital for carers - a separate area where the relatives could stay to be close at hand if required. There was a survey carried out a while ago, which proposed the change of use for an area, which would have provided a comfy area, showers, kitchen area and bedrooms. This would make the carers/ relatives at ease knowing that they could be on site and easily contactable whilst their loved one was an inpatient.

Would like a day room within the ward which could be dementia friendly. Settle, music, table, chairs, rummage box etc.

## Healthcare Assistants

Extra staffing would be a great help.

Having more time to do one to one care to explain and help the patients.

I believe that there should be more staff when working with dementia. Dementia patients sometimes need a lot more time with the staff because they are out of their environment and are sometimes very confused as to where they are and lots of reassurance is needed.

Keep up dementia training for everyone.

Mandatory yearly training for all staff, including hospital support assistants.

More staff to be able to spend more safe time with patients.

More training or care camp for dementia.

More training to work with people with dementia.

More training.

Our ward should be more dementia friendly such as equipment, use of colours etc.

The "My Life Book" should be done for all people with dementia. It should include preferences such as how they like to sleep, foods and drinks they dislike. I have seen some that outline the history of the patient's life which is interesting and gives clues to their behaviour patterns, but does not help with other care needs.

There is not enough staff to accommodate for patients with dementia.

Toys or equipment to occupy patients time.

When a patient is admitted with dementia it would [be helpful to have personal information about the person with dementia] e.g. care homes [send] independent booklet about the patient.

## Doctors

Dedicated time to be made available when dealing with dementia patients e.g. in fracture hip patients.

We are sometimes referred patients with dementia for elective surgery by outside practitioners who don't understand that the surgery is often inappropriate. They need support.

## Allied Healthcare Professionals

Better communication between professionals regarding dysphagia management and use of short term alternative feeding.

Improve training and peoples understanding of helping people with dementia. Also, to have training from the older persons mental health team to support people with dementia.

It's difficult to accommodate all patient needs with existing staff on the ward. As the number of patients with dementia increase, the need for extra staff will increase also. Also, there is limited access to appropriate items for these patients that are patient transferable.

Providing more staff to enable good eating and drinking, spending time with the patients and education in how to deal with aggressive dementia patients. I have personally heard staff shout at patients who are aggressive towards them, expecting the patient to understand what they are saying. I was appalled at this.

Unsure. The trust has dementia champions within its staff. I do not know what hours they work. It would be useful if a dementia trained escort could attend the department with patients but am unsure if this is viable.

## Students

*No comments from students for your hospital.*

## Therapy Assistants & Allied Healthcare Professional Assistants

Ensure that all staff go to the study day for dementia training.

## Ward-based Administrators

Providing specialised training to at least one member of nursing staff on each ward likely to deal with patients [with] dementia. This would mean that there would be one nurse who would be equipped beyond the basic standard to deal with patients suffering from dementia and be able to action [anything] necessary without always having to call dementia nurse specialists. This would provide faster and more streamlined care for patients as well as removing some of the strain from the dementia service from always having to respond to 'small scale' care calls.

Reception staff should have training to deal with patients with dementia when they attend various clinics. I have first-hand experience of bringing a relative to a clinic who had Alzheimer's and often the staff were not very understanding of how my [relative] was.

The role of dementia champions should be offered out to administrative staff, as we as a body of people, come into contact with patients and carers/ relatives regularly. If this is already an option, it needs to be made clearer.

Wards could have bags or purses on the ward to make the patients feel more at home.

## Other / Unknown

Encourage staff to spend time with the person and make specific person centred care.

Making patients more aware that we offer services or can provide extra care.



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