

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

**Local report appendices for:**

**King's College Hospital**

**King's College Hospital 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>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>No</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>No</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>No</b>	No
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>No</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	<b>84.9%</b> 169/199	<b>Yes</b>	No	
	4b	<b>52.3%</b> 104/199	<b>Yes</b>	Yes	
	4c	<b>58.6%</b> 106/181	<b>Yes</b>	Yes	
	4d	<b>67.3%</b> 134/199	<b>Yes</b>	Yes	
4.11 [2]	5	There are champions for dementia at:			
	5a	<b>81.9%</b> 163/199	<b>Yes</b>	Yes	
	5b	<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, more 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>Yes</b>	New question for Round 3	
	9a	<i>(If Q9=Yes)</i> The group meets:				
		Annually	<b>0.5%</b> 1/186	<b>Bi-monthly</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>	No
	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>	N/A
	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>	N/A
	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>	N/A
	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>	N/A
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>	N/A
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>	N/A
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>Byron</b>		New question for Round 3
	Ward 2:		<b>Marjory Warren</b>		
	Ward 3:		<b>Donne</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>3</b>	New question for Round 3
	Percentage of patients where the information was present:		-	<b>30%</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]	21a	<i>(If Q21=Yes)</i> Please say what this is:			
		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>	
	22a	<i>(If Q22=Yes)</i> Please say what this is:			
		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>		
23	The dementia lead or dementia working group collates feedback from carers on the written and verbal information provided to them: (y/n)	<b>81.9%</b> 163/199	<b>Yes</b>	New question for Round 3	

## Training, learning and development

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

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

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

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

## Specific resources supporting people with dementia

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
6.2 [2]	30	The hospital has access to intermediate care services, which will admit people with dementia: (y/n)	<b>93%</b> 185/199	<b>Yes</b>	Yes
6.3 [3]	30a	<i>(If Q30=Yes)</i> Access to intermediate care services allows people with dementia to be admitted to intermediate care directly and avoid unnecessary hospital admission: (y/n)	<b>84.3%</b> 156/185	<b>Yes</b>	Yes
7.1 [2]	31	There is a named dignity lead to provide guidance, advice and consultation to staff: (y/n)	<b>70.4%</b> 140/199	<b>Yes</b>	Yes
6.4 [2]	32	There is a named person/ identified team who takes overall responsibility for complex needs discharge and this includes people with dementia: (y/n)	<b>95.5%</b> 190/199	<b>Yes</b>	Yes
6.5 [2]	33a	<i>(If Q32=Yes)</i> This person/ team has training in ongoing needs of people with dementia: (y/n)	<b>92.6%</b> 176/190	<b>Yes</b>	Yes
6.6 [3]	33b	<i>(If Q32=Yes)</i> This person/ team has experience of working with people with dementia and their carers: (y/n)	<b>98.4%</b> 187/190	<b>Yes</b>	Yes
6.7 [2]	34	There is a social worker or other designated person or team responsible for working with people with dementia and their carers, and providing advice and support, or directing to appropriate organisations or agencies: (y/n)	<b>75.9%</b> 151/199	<b>Yes</b>	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	
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>7.8%</b> (4)
66 - 80	<b>24.3%</b> (2445)	<b>27.5%</b> (14)
81 - 100	<b>73%</b> (7332)	<b>60.8%</b> (31)
101 - 108	<b>0.4%</b> (39)	<b>3.9%</b> (2)
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>55 - 105</b>
Mean	<b>84</b>	<b>81.9</b>
Median	<b>85</b>	<b>84</b>

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>40.1%</b> (4029)	<b>43.1%</b> (22)
Female	<b>59.9%</b> (6018)	<b>56.9%</b> (29)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>82.1%</b> (8250)	<b>45.1%</b> (23)
Black/ Black British	<b>1.2%</b> (123)	<b>31.4%</b> (16)
Asian/ Asian British	<b>1.9%</b> (193)	<b>2%</b> (1)
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>19.6%</b> (10)
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>88.2%</b> (45)
Welsh	<b>0.6%</b> (61)	<b>2%</b> (1)
Other European language	<b>1%</b> (96)	<b>3.9%</b> (2)
Asian language	<b>1.4%</b> (144)	<b>2%</b> (1)
Not documented	<b>19%</b> (1909)	<b>2%</b> (1)
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>11.8%</b> (6)
Fall	<b>13.3%</b> (1332)	<b>9.8%</b> (5)
Urinary/ renal	<b>9%</b> (901)	<b>7.8%</b> (4)
Hip dislocation/ hip fracture	<b>7.5%</b> (754)	<b>0%</b> (0)
Sepsis	<b>6.3%</b> (633)	<b>7.8%</b> (4)
Delirium/ confusion	<b>6%</b> (604)	<b>9.8%</b> (5)
Gastrointestinal	<b>5.9%</b> (595)	<b>9.8%</b> (5)
Cardiac/ vascular	<b>5.1%</b> (517)	<b>3.9%</b> (2)
Stroke	<b>3.8%</b> (380)	<b>2%</b> (1)
Neurological	<b>3.6%</b> (364)	<b>15.7%</b> (8)
Skin lacerations/ lesions	<b>2%</b> (204)	<b>2%</b> (1)
Impaired consciousness	<b>2%</b> (198)	<b>2%</b> (1)
Dementia**	<b>1.9%</b> (195)	<b>0%</b> (0)
Other	<b>1.9%</b> (192)	<b>0%</b> (0)
Unable to cope/ frailty	<b>1.6%</b> (160)	<b>3.9%</b> (2)
Dehydration	<b>1.4%</b> (143)	<b>0%</b> (0)
Haematology	<b>1.1%</b> (115)	<b>2%</b> (1)
Endocrine/ metabolic	<b>1.1%</b> (112)	<b>3.9%</b> (2)
Other fractures	<b>1%</b> (96)	<b>0%</b> (0)
Cancer	<b>0.9%</b> (94)	<b>0%</b> (0)
Surgical/ non-surgical procedure	<b>0.9%</b> (86)	<b>0%</b> (0)
Pain/ swelling	<b>0.8%</b> (85)	<b>0%</b> (0)
Hepatology	<b>0.8%</b> (84)	<b>2%</b> (1)
Oral/ visual/ auditory	<b>0.4%</b> (45)	<b>2%</b> (1)
Rheumatic	<b>0.4%</b> (45)	<b>0%</b> (0)
Psychiatric	<b>0.4%</b> (42)	<b>3.9%</b> (2)
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>58.8%</b> (30)
General Medical	<b>23.5%</b> (2359)	<b>23.5%</b> (12)
Other Medical	<b>9.9%</b> (999)	<b>0%</b> (0)
Orthopaedics	<b>8.9%</b> (892)	<b>0%</b> (0)
Surgical	<b>6.8%</b> (681)	<b>9.8%</b> (5)
Stroke	<b>4.5%</b> (456)	<b>3.9%</b> (2)
Cardiac	<b>2.5%</b> (248)	<b>0%</b> (0)
Other	<b>1.4%</b> (136)	<b>2%</b> (1)
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>0%</b> (0)
Unknown	<b>0.1%</b> (13)	<b>0%</b> (0)

Patients who:	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Died in hospital	<b>12.8%</b> (1285)	<b>15.7%</b> (8)
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>2.3%</b> (1)
Received end of life care in hospital/ was on an end of life care plan	<b>13%</b> (1302)	<b>15.7%</b> (8)

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>43.1%</b> (22)
11 – 20 days	<b>25.5%</b> (2559)	<b>19.6%</b> (10)
21 – 30 days	<b>11.3%</b> (1132)	<b>11.8%</b> (6)
31 – 40 days	<b>6.7%</b> (671)	<b>2%</b> (1)
41 – 50 days	<b>4.2%</b> (418)	<b>7.8%</b> (4)
51 – 60 days	<b>2.3%</b> (230)	<b>5.9%</b> (3)
61 – 70 days	<b>1.7%</b> (168)	<b>2%</b> (1)
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>7.8%</b> (4)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	<b>2-775</b>	<b>3-158</b>
Median (days)	<b>12</b>	<b>13</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>78.4%</b> (40)	<b>51.2%</b> (22)
Respite care	<b>0.8%</b> (80)	<b>1.6%</b> (136)	<b>0%</b> (0)	<b>2.3%</b> (1)
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>2%</b> (1)	<b>4.7%</b> (2)
Carer's home	<b>2.1%</b> (212)	<b>2.1%</b> (181)	<b>2%</b> (1)	<b>4.7%</b> (2)
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>5.9%</b> (3)	<b>2.3%</b> (1)
Nursing home	<b>19.7%</b> (1981)	<b>28.7%</b> (2511)	<b>7.8%</b> (4)	<b>25.6%</b> (11)
Palliative care	<b>0%</b> (5)	<b>0.6%</b> (54)	<b>0%</b> (0)	<b>0%</b> (0)
Transfer from another hospital	<b>1.4%</b> (145)	<b>3.9%</b> (343)	<b>3.9%</b> (2)	<b>9.3%</b> (4)
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>62.8%</b> (27)
Own/ carer's home to nursing/ residential care	<b>11.1%</b> (972)	<b>16.3%</b> (7)

\*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>98%</b> 49/50	100% 39/39	
	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>80.4%</b> 41/51	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>90.2%</b> 37/41	86.5% 32/37
		Other action taken	<b>4%</b> 352/8822 (2%, 0-5%)	<b>2.4%</b> 1/41	New answer options for Round 3	
	Yes or other action taken	<b>89.9%</b> 7932/2288 (93%, 85-98%)	<b>92.7%</b> 38/41			
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	100% 41/41	
1.12 [1]	17	As part of the multidisciplinary assessment has the patient been asked about any continence needs? (y/n/could not be assessed for recorded reasons)	<b>88%</b> 8572/9744 (92%, 85-97%)	<b>100%</b> 50/50	100% 41/41	
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>98%</b> 49/50	97.5% 39/40	

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>0%</b> 0/49	93.9% 31/33
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	<b>42.8%</b> 3977/9294 (44%, 26-58%)	<b>91.8%</b> 45/49	New answer options for Round 3
		Yes, other	<b>1.7%</b> 161/9294 (0%, 0-2%)	<b>4.1%</b> 2/49	
		Yes (all options)	<b>89.8%</b> 8350/9294 (92%, 85-96%)	<b>95.9%</b> 47/49	

### 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>89.2%</b> 33/37	70% 21/30
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>47.1%</b> 24/51	29.3% 12/41
		Yes, but there was no indication that delirium may be present	<b>18.5%</b> 1863/10047 (15%, 6-25%)	<b>37.3%</b> 19/51	17.1% 7/41
		Yes (both options)	<b>44.5%</b> 4466/10047 (42%, 27-60%)	<b>84.3%</b> 43/51	46.3% 19/41
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> 24/24	91.7% 11/12

## 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>58.8%</b> 30/51	43.9% 18/41
	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>44%</b> 11/25	80% 12/15
		Unknown*	<b>33.1%</b> 1865/5626 (14%, 0-44%)	<b>36%</b> 9/25	New answer option for Round 3
	22b	<i>(If Q22=Yes)</i> Has information been collected about the patient's food and drink preferences?			
		Yes	<b>44.1%</b> 2476/5616 (50%, 29-71%)	<b>69.2%</b> 18/26	New question for Round 3
		Unknown*	<b>34.1%</b> 1916/5616 (16%, 3-48%)	<b>11.5%</b> 3/26	
	22c	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding reminders or support with personal care?			
		Yes	<b>55.3%</b> 3116/5631 (64%, 42-80%)	<b>72%</b> 18/25	81.3% 13/16
		Unknown*	<b>29.9%</b> 1685/5631 (13%, 0-37%)	<b>20%</b> 5/25	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>68%</b> 17/25	62.5% 10/16
		Unknown*	<b>37.8%</b> 2110/5583 (20%, 5-50%)	<b>20%</b> 5/25	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]	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding support or actions that can calm the person if they are agitated?				
	22e	Yes	<b>28.2%</b> 1564/5539 (26%, 13-50%)	<b>62.5%</b> 15/24	50% 8/16
		Unknown*	<b>39.1%</b> 2167/5539 (20%, 7-52%)	<b>20.8%</b> 5/24	New answer option for Round 3
1.15 [3]	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding life details which aid communication?				
	22f	Yes	<b>43.1%</b> 2413/5598 (50%, 25-70%)	<b>76.9%</b> 20/26	82.4% 14/17
		Unknown*	<b>35.3%</b> 1977/5598 (17%, 3-46%)	<b>11.5%</b> 3/26	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>50%</b> 18/36	46.9% 15/32
	23a	<i>(If 23=No)</i> Please comment:			
		Patient too unwell/ not responsive	<b>3.3%</b> 189/5690	<b>22.2%</b> 4/18	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>5.6%</b> 1/18	
		Not routine/ not standard practice	<b>5.8%</b> 331/5690	<b>0%</b> 0/18	
		Not documented/ unknown reason	<b>78.1%</b> 4444/5690	<b>61.1%</b> 11/18	
	Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	<b>10.8%</b> 616/5690	<b>11.1%</b> 2/18		
	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>80.6%</b> 29/36	90.6% 29/32
	25	Have there been any symptoms of delirium? (y/n)	<b>32.3%</b> 2367/7329 (33%, 22-41%)	<b>36.1%</b> 13/36	59.4% 19/32
	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>53.8%</b> 7/13	31.6% 6/19
26	Have there been any persistent behavioural and psychiatric symptoms of dementia (wandering, aggression, shouting) during this admission? (y/n)	<b>19.4%</b> 1425/7329 (19%, 13-26%)	<b>16.7%</b> 6/36	25% 8/32	
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>83.3%</b> 5/6	62.5% 5/8	

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>91.7%</b> 11/12	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>100%</b> 11/11	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> 0/11	
		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>90.9%</b> 10/11	
		There is no record of either consent or best interest decision making*	<b>18.3%</b> 212/1161 (14%, 0-33%)	<b>9.1%</b> 1/11	
	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> 0/11	
	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>90.9%</b> 10/11	
		No consent or best interests (response options combined)	<b>33.8%</b> 558/1649 (33%, 14-50%)	<b>9.1%</b> 1/11	

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



## Discharge coordination and multi-disciplinary team input

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
6.4 [2]	28	Did a named person/ identified team co-ordinate the discharge plan? (y/n/na)	<b>82%</b> 5807/7083 (89%, 72-96%)	<b>100%</b> 36/36	62.5% 20/32
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>97%</b> 32/33	84% 21/25
	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>96.9%</b> 31/32	96.6% 28/29
	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>100%</b> 36/36	87.5% 28/32
	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>100%</b> 36/36	96.9% 31/32
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>97.2%</b> 35/36	81.3% 26/32
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>86.1%</b> 31/36	70% 21/30
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>97.2%</b> 35/36	93.8% 30/32
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> 36/36	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>100%</b> 29/29	68% 17/25
	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>100%</b> 7/7	100% 7/7
		Patient awaiting assessment	<b>9.1%</b> 190/2088	<b>0%</b> 0/7	0% 0/7
		Patient awaiting history/ results	<b>6.1%</b> 127/2088	<b>0%</b> 0/7	0% 0/7
		Patient awaiting surgery	<b>9.6%</b> 200/2088	<b>0%</b> 0/7	0% 0/7
		Patient presenting confusion	<b>5.7%</b> 120/2088	<b>0%</b> 0/7	0% 0/7
		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% 0/7
		Patient unresponsive	<b>0.3%</b> 6/2088	<b>0%</b> 0/7	0% 0/7
		Patient being discharged to nursing/ residential care	<b>6.5%</b> 136/2088	<b>0%</b> 0/7	0% 0/7
		Not recorded	-	-	0% 0/7
		Other	<b>0%</b> 0/2088	<b>0%</b> 0/7	0% 0/7

## 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>8.3%</b> 3/36	0% 0/32
		24 hours	<b>12.2%</b> 897/7329	<b>11.1%</b> 4/36	9.4% 3/32
		25 - 48 hours	<b>14.7%</b> 1075/7329	<b>22.2%</b> 8/36	21.9% 7/32
		More than 48 hours	<b>27.1%</b> 1985/7329	<b>36.1%</b> 13/36	53.1% 17/32
		No notice at all	<b>0.5%</b> 35/7329	<b>0%</b> 0/36	0% 0/32
		Not documented	<b>24.2%</b> 1770/7329	<b>8.3%</b> 3/36	9.4% 3/32
		No carer, family, friend/ could not contact	<b>1.8%</b> 132/7329	<b>11.1%</b> 4/36	6.3% 2/32
		Patient specified information withheld	<b>0%</b> 3/7329	<b>0%</b> 0/36	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>50%</b> 1/2	88.2% 15/17

## 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>2.9%</b> (1)
35 – 44 years	<b>5.6%</b> (259)	<b>11.4%</b> (4)
45 – 54 years	<b>16.2%</b> (749)	<b>45.7%</b> (16)
55 – 64 years	<b>25.8%</b> (1193)	<b>14.3%</b> (5)
65 – 74 years	<b>20.8%</b> (960)	<b>14.3%</b> (5)
75 – 84 years	<b>19.1%</b> (885)	<b>11.4%</b> (4)
85 years or over	<b>7.4%</b> (343)	<b>0%</b> (0)
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>31.4%</b> (11)
Female	<b>68.1%</b> (3150)	<b>68.6%</b> (24)
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>51.4%</b> (18)
Black/ Black British	<b>3%</b> (140)	<b>28.6%</b> (10)
Asian/ Asian British	<b>3.3%</b> (152)	<b>5.7%</b> (2)
Mixed	<b>1%</b> (44)	<b>8.6%</b> (3)
Chinese	<b>0.2%</b> (9)	<b>0%</b> (0)
Other	<b>1.4%</b> (64)	<b>5.7%</b> (2)
Prefer not to say	<b>2.7%</b> (124)	<b>0%</b> (0)

Relationship to patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Spouse or partner	<b>33.5%</b> (1558)	<b>11.4%</b> (4)
Family member	<b>55.9%</b> (2597)	<b>82.9%</b> (29)
Friend	<b>4.4%</b> (203)	<b>2.9%</b> (1)
Professional carer (health or social care)	<b>5.4%</b> (249)	<b>2.9%</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>87.9%</b> (29)

## 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>53.1%</b> 17/32
		<b>43.3%</b> 1980/4578	<b>40.6%</b> 13/32
		<b>10.2%</b> 468/4578	<b>6.3%</b> 2/32
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>53.1%</b> 17/32
		<b>36.4%</b> 1672/4592	<b>37.5%</b> 12/32
		<b>9.4%</b> 431/4592	<b>9.4%</b> 3/32
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>54.5%</b> 18/33
		<b>34.2%</b> 1515/4433	<b>39.4%</b> 13/33
		<b>10.4%</b> 462/4433	<b>6.1%</b> 2/33
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?	
		<b>76%</b> 3471/4569	<b>76.5%</b> 26/34
		<b>20.8%</b> 952/4569	<b>23.5%</b> 8/34
		<b>3.2%</b> 146/4569	<b>0%</b> 0/34

## 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>60.6%</b> 20/33
		Yes, to some extent	<b>40.4%</b> 1843/4566	<b>33.3%</b> 11/33
		No	<b>17.8%</b> 815/4566	<b>6.1%</b> 2/33
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>60.6%</b> 20/33
		Yes, to some extent	<b>36.4%</b> 1637/4497	<b>33.3%</b> 11/33
		No	<b>16.1%</b> 722/4497	<b>6.1%</b> 2/33
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>61.8%</b> 21/34
		Yes, to some extent	<b>34.5%</b> 1563/4524	<b>23.5%</b> 8/34
		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>44.1%</b> 15/34
		Very good	<b>33.9%</b> 1575/4645	<b>35.3%</b> 12/34
		Good	<b>17%</b> 790/4645	<b>8.8%</b> 3/34
		Fair	<b>9.6%</b> 446/4645	<b>11.8%</b> 4/34
		Poor	<b>5%</b> 232/4645	<b>0%</b> 0/34
	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>51.4%</b> 18/35
		Likely	<b>34.1%</b> 1551/4544	<b>31.4%</b> 11/35
		Neither likely nor unlikely	<b>14.3%</b> 648/4544	<b>8.6%</b> 3/35
		Unlikely	<b>4.8%</b> 220/4544	<b>8.6%</b> 3/35
		Extremely unlikely	<b>4.2%</b> 192/4544	<b>0%</b> 0/35

## 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>55.9%</b> 19/34
		Somewhat satisfied	<b>34%</b> 1487/4379	<b>35.3%</b> 12/34
		Somewhat dissatisfied	<b>9.9%</b> 434/4379	<b>8.8%</b> 3/34
		Very dissatisfied	<b>5.8%</b> 254/4379	<b>0%</b> 0/34

## 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>18.9%</b> (25)
26 - 50%	<b>25.6%</b> (3651)	<b>14.4%</b> (19)
51 - 75%	<b>24.4%</b> (3489)	<b>36.4%</b> (48)
More than 75%	<b>18.1%</b> (2588)	<b>30.3%</b> (40)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>15.7%</b> (2260)	<b>15.8%</b> (21)
Female	<b>83.2%</b> (11954)	<b>83.5%</b> (111)
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>60.2%</b> (80)
Black/ Black British	<b>4.1%</b> (594)	<b>20.3%</b> (27)
Asian/ Asian British	<b>8%</b> (1150)	<b>5.3%</b> (7)
Mixed	<b>1.3%</b> (183)	<b>3.8%</b> (5)
Chinese	<b>0.5%</b> (73)	<b>0%</b> (0)
Other	<b>4.5%</b> (646)	<b>9%</b> (12)
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>18%</b> (24)
Registered nurse (Band 7 or above)	<b>12.7%</b> (1831)	<b>13.5%</b> (18)
Healthcare assistant	<b>23.1%</b> (3324)	<b>8.3%</b> (11)
Doctor	<b>11.5%</b> (1645)	<b>24.8%</b> (33)
Allied healthcare professional	<b>11.9%</b> (1713)	<b>21.8%</b> (29)
Therapy assistant/ allied healthcare professional assistant	<b>2.6%</b> (367)	<b>3.8%</b> (5)
Student	<b>2.3%</b> (332)	<b>3.8%</b> (5)
Ward based administrators	<b>4%</b> (571)	<b>3.8%</b> (5)
Other/ unknown	<b>1.9%</b> (279)	<b>2.3%</b> (3)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	<b>13%</b> (1866)	<b>6.1%</b> (8)
30 hours or more	<b>87%</b> (12458)	<b>93.9%</b> (124)



<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%</b> (1148)	<b>13.7%</b> (18)
6 - 11 months	<b>9.5%</b> (1364)	<b>14.5%</b> (19)
1 - 2 years	<b>15.6%</b> (2242)	<b>20.6%</b> (27)
3 - 5 years	<b>16.4%</b> (2350)	<b>16%</b> (21)
6 - 10 years	<b>15.9%</b> (2283)	<b>14.5%</b> (19)
11 - 15 years	<b>12.1%</b> (1739)	<b>9.2%</b> (12)
More than 15 years	<b>22.4%</b> (3205)	<b>11.5%</b> (15)

## 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>53%</b> 70/132	<b>81.1%</b> 107/132	
		Yes, most of the time	<b>32.9%</b> 4614/14024		<b>28%</b> 37/132		
		Yes, sometimes	<b>26.8%</b> 3760/14024	-	<b>14.4%</b> 19/132	-	
		No	<b>11.6%</b> 1624/14024	-	<b>4.5%</b> 6/132	-	
		1b	Out of office hours				
			Yes, always	<b>7.8%</b> 874/11207	<b>23.5%</b> 2637/11207	<b>7.9%</b> 7/89	<b>21.3%</b> 19/89
			Yes, most of the time	<b>15.7%</b> 1763/11207		<b>13.5%</b> 12/89	
	Yes, sometimes		<b>27.9%</b> 3129/11207	-	<b>30.3%</b> 27/89	-	
	No	<b>48.6%</b> 5441/11207	-	<b>48.3%</b> 43/89	-		

## 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>51.3%</b> 59/115
		Workshop/ study day	<b>53.2%</b> 7030/13205	<b>64.3%</b> 74/115
		Higher education module	<b>5.4%</b> 713/13205	<b>7.8%</b> 9/115
		Workbook	<b>7.7%</b> 1018/13205	<b>5.2%</b> 6/115
		Other	<b>7.3%</b> 961/13205	<b>13%</b> 15/115
		I have not received any dementia training at this hospital	<b>17.3%</b> 2278/13205	<b>9.6%</b> 11/115
	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>46.9%</b> 46/98
		Yes, somewhat better prepared	<b>50.5%</b> 5390/10670	<b>48%</b> 47/98
		No	<b>7.3%</b> 778/10670	<b>5.1%</b> 5/98

## Information and communication

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
9.3 [1]	3	In your current role, do you think that personal information is available to you to help you care for/ support people with dementia? <i>E.g. their likes/ dislikes, preferred name, past job.</i>				
		Yes, always	<b>21.4%</b> 3072/14345	<b>59.9%</b> 8597/14345	<b>28.8%</b> 38/132	<b>69.7%</b> 92/132
		Yes, most of the time	<b>38.5%</b> 5525/14345		<b>40.9%</b> 54/132	
		Yes, sometimes	<b>33%</b> 4734/14345	-	<b>28%</b> 37/132	-
		No	<b>7.1%</b> 1014/14345	-	<b>2.3%</b> 3/132	-
	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>31%</b> 40/129	<b>72.9%</b> 94/129
		Yes, most of the time	<b>40.9%</b> 5454/13329		<b>41.9%</b> 54/129	
		Yes, sometimes	<b>30.6%</b> 4074/13329	-	<b>25.6%</b> 33/129	-
		No	<b>1.9%</b> 252/13329	-	<b>1.6%</b> 2/129	-
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>37.9%</b> 50/132	<b>76.5%</b> 101/132
		Yes, most of the time	<b>33.2%</b> 4759/14333		<b>38.6%</b> 51/132	
		Yes, sometimes	<b>27.3%</b> 3913/14333	-	<b>18.2%</b> 24/132	-
	No	<b>10.6%</b> 1516/14333	-	<b>5.3%</b> 7/132	-	

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>69.3%</b> 79/114
		Occasionally	<b>37.2%</b> 4636/12457	<b>24.6%</b> 28/114
		Almost Never	<b>9.7%</b> 1210/12457	<b>5.3%</b> 6/114
		Never	<b>3.3%</b> 408/12457	<b>0.9%</b> 1/114

## 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>36.8%</b> 42/114	<b>72.8%</b> 83/114
		Yes, most of the time	<b>27.3%</b> 3271/11978		<b>36%</b> 41/114	
		Yes, sometimes	<b>16.1%</b> 1927/11978	-	<b>22.8%</b> 26/114	-
		No	<b>5.4%</b> 649/11978	-	<b>4.4%</b> 5/114	-
7.18 [1]	8	Do you think that the people with dementia you care for/ support, have their nutritional needs met while on the ward(s) you work on?				
		Yes, always	<b>25.9%</b> 3181/12263	<b>76.1%</b> 9330/12263	<b>15.8%</b> 18/114	<b>67.5%</b> 77/114
		Yes, most of the time	<b>50.1%</b> 6149/12263		<b>51.8%</b> 59/114	
		Yes, sometimes	<b>19.2%</b> 2357/12263	-	<b>25.4%</b> 29/114	-
		No	<b>4.7%</b> 576/12263	-	<b>7%</b> 8/114	-

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>15.1%</b> 8/53	<b>69.8%</b> 37/53
		Yes, most of the time	<b>47.6%</b> 4352/9148		<b>54.7%</b> 29/53	
		Yes, sometimes	<b>18.7%</b> 1708/9148	-	<b>28.3%</b> 15/53	-
		No	<b>3.3%</b> 303/9148	-	<b>1.9%</b> 1/53	-
	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>11.3%</b> 6/53	<b>35.8%</b> 19/53
		Yes, most of the time	<b>27.5%</b> 2516/9143		<b>24.5%</b> 13/53	
		Yes, sometimes	<b>42.5%</b> 3887/9143	-	<b>49.1%</b> 26/53	-
		No	<b>19.3%</b> 1763/9143	-	<b>15.1%</b> 8/53	-
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>15.7%</b> 8/51	<b>58.8%</b> 30/51
		Yes, most of the time	<b>32.5%</b> 2942/9047		<b>43.1%</b> 22/51	
		Yes, sometimes	<b>27.7%</b> 2506/9047	-	<b>29.4%</b> 15/51	-
	No	<b>23.5%</b> 2125/9047	-	<b>11.8%</b> 6/51	-	

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>26%</b> 13/50	<b>66%</b> 33/50
		Yes, most of the time	<b>39.3%</b> 3456/8788		<b>40%</b> 20/50	
		Yes, sometimes	<b>16.8%</b> 1476/8788	-	<b>22%</b> 11/50	-
		No	<b>15.6%</b> 1368/8788	-	<b>12%</b> 6/50	-
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>25%</b> 13/52	<b>55.8%</b> 29/52
		Yes, most of the time	<b>27.2%</b> 2398/8822		<b>30.8%</b> 16/52	
		Yes, sometimes	<b>22.5%</b> 1983/8822	-	<b>34.6%</b> 18/52	-
		No	<b>12.3%</b> 1085/8822	-	<b>9.6%</b> 5/52	-
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>46.2%</b> 24/52	<b>78.8%</b> 41/52
		Yes, most of the time	<b>28.7%</b> 2615/9119		<b>32.7%</b> 17/52	
		Yes, sometimes	<b>20.7%</b> 1886/9119	-	<b>21.2%</b> 11/52	-
		No	<b>6.1%</b> 558/9119	-	<b>0%</b> 0/52	-
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>42%</b> 21/50	<b>82%</b> 41/50
		Yes, most of the time	<b>33.4%</b> 3039/9090		<b>40%</b> 20/50	
		Yes, sometimes	<b>15.5%</b> 1408/9090	-	<b>16%</b> 8/50	-
		No	<b>4.9%</b> 444/9090	-	<b>2%</b> 1/50	-

## 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 King's College Hospital are provided.

<b>Registered Nurses (Band 5 or 6)</b>
Appreciate the nurses who care for dementia patients, more carers to give proper care, as very challenging area - more support to be specialist area.
Better staffing levels. Better pay for staff.
By educating the nurses and, physiotherapist, doctors as well about dementia. We need to have more access to finger foods as the hostess are the one in charge of the kitchen.
Employing additional staff on the care of elderly/ dementia wards and regular updates e.g. training.
Having better patient to staff ratios when looking after a group of patients with dementia, so that the best care possible can be provided at all times (e.g. having less patients per nurse will enable nurses to spend more quality time with those who need it most) and this is not compromised because of staffing levels.
I feel as a nurse, I would like more time to support their needs - interaction, social skills. Whether a better day room/ volunteers to walk around with them/ interaction at their own pace - more time! Nutrition needs are high/ high calorie/ fat options at mealtimes. More tea/ cake rounds need to be made etc. Everybody gets the offer of choice at mealtimes for meals/ drinks etc.
If possible, accommodate time for every individual to support and take individual interest.
Increased staffing/ specialing for those patients with dementia that are at high risk of falling or malnutrition.
It could be better if there would be enough staff in the ward. The usual ratio is 1 nurse for 8 patients then 1 HCA to 15 patients which is quite difficult given the situation that many patients are at risk of falls and incontinent. It could also help if the specialist team (those who provide 1:1 staff) would be supported because there are only four for the whole hospital.
Larger focus on volunteer training on the needs of patients with dementia and how to communicate with them effectively. Many volunteers almost seem afraid to approach patients they believe are confused.
More HCAs and volunteers to do activities and build rapport. More choices of finger foods needed. Some of our patients also request for ice creams too. This would also be great to have.
Nursing staff to take the lead on all wards and engage with carers, in order to understand patients' needs. Including all nursing staff to know how to access information and support tools for their carers.
Please give more support for HCAs and nurse staffing. Patients with dementia have heavy needs, especially when it comes to their safety and personal needs. It is quite exhausting. Dementia patients need TLC and that can be given with sufficient time to each patient. Short staffing can affect how people with dementia are treated and supported as well.
The trust needs more staff on the ward. This is to provide more support to the patients.
To have more dementia and delirium specialist nurses.
We call our patients prior to appointments. It would be nice if the patient information management system had some indicator that the person [has] dementia so that perhaps we would know to contact the relative as well to ensure they attend appointments. We have some Did Not Attends (DNAs) in general medical clinics because messages are left with patients who forget or are not in a position to make decisions about their care and these could have been avoided with a red flag alerting us to contact the relative as well or instead.



## Registered Nurses (Band 5 or 6)

We have a fantastic dementia team who are extremely helpful/ informative - wish there were more of them!! Staff could be given more interactive training at the bedside rather than classroom based. I often observe that nurses/ healthcare assistants struggle when a patient attempts to abscond - what techniques to use to encourage them back to safety. As a trust, we should not rely on the central specials team to help but instead learn techniques to care for those with dementia.

## Registered Nurses (Band 7 or above)

Continued training opportunities and raising the profile with some real practical support and advice to the ward nurses.

Continuing to invest in the specials team staffing levels. Supporting alternative therapy to help with occupying the attention of the person with dementia to reduce disruptive behaviour. Encouraging all ward areas that they should allow a next of kin who has a calming influence on their loved one with dementia, to attend the ward outside of visiting times.

Employ more specials, who will have the time to give one to one care.

Finger foods accessible to all wards, not just the specialist elderly care wards. We need one more specialist elderly care wards.

I think each ward needs a day room for people with dementia to have meaningful activities. The ward environment need addressing to make it dementia friendly (provision of hand rails, interesting pictures or artwork along corridors and provision of a day room or quiet room where patients can take 'timeout' with their families or staff can plan activities like lunch club, cinema time, tea time, reminiscent events etc.) One ward has such facilities which can be replicated across the trust. I wished there was more choice of fruits & fruit juices or squash offered and snacks.

I think that it is so important to have a patient passport which is used by all staff in order to give best care. The involvement of the patients and their friends/ families in the daily care during their stay in hospital. For all staff to fully understand the disease process and to have consistent strategies when dealing with patients with dementia - there should be no difference in the standard of care from one ward to the next. For staff to be aware of the resources available to them.

Increased use of "this is me" on wards to encourage staff to give individuals care. Elderly care do this very well but sporadic use on acute medical/ surgical wards.

Make finger foods and how to access them, available to all the acute medical wards, not just to the health and ageing unit wards.

More dementia specialist nurses.

More patient leaflets available.

More training/ workshops provided by external trainers, particularly for general and specialist wards not elderly care.

Provide more dementia trained HCAs who can special this group of patients as on acute medical wards we have unstable patients who need more attention, leaving less time to talk or get to know our patients with dementia. It is good to allow open visiting time to this group of patients as standard visiting times are 2-8pm. If families can attend to their needs in the morning, it is a great help for the nurses and good for the patient to see a more familiar face.

Specialist input/ assessment for people with dementia being admitted electively prior to admission.

There needs to be more investment in staff numbers and training so that more individualised care, and more consistency of care can be implemented. This could be healthcare assistants, clinical support worker level staff, as well as trained nurses.

## Healthcare Assistants

A lot of support from the ward manager is provided. Support from the work team is available. Much is done to support them. In a sector like this, I would think staffing level should be taken very seriously as to meet the needs of the patients. But it never is.

Additional training and refresher courses. I believe it should be compulsory that patients with dementia, nutritional needs are placed not just above their beds, as these sometimes fall down, but also in their bed side notes.

By helping them with their orientation. Example - having big clock on their tables which will tell them whether it is night or day. Bedside light which will help them to calm down. Also, finger food should be kept in the kitchen fridge for night time, especially if they are awake so they can have it to maintain their appetite.

I believe the response to dementia people by the team has been excellent.

Involve the families more in the care.

More time to interact with the patient.

Most times the patients are left on their own, uncomfortable, and need more person centred care. For example, twice on the day shift I am allocated to four patients who are high risk of falls, and one [needs two people to help them]. I pressed the buzzer to get assistance to make him comfortable - one time I waited 17 minutes, the second time 12 minutes. It really pains my heart.

People with dementia need a lot of help and activities staff should come to ward every day and help the people with dementia with different activities to help with their brain.

We can use illustrations, big pictures, big clocks with numbers because it will be much more noticeable and useful for them. People with dementia need human support. We need enough staff to provide their needs at the right time like turning, feeding, toileting. I love these people I want them to see that we are not ignoring them. They need people.

## Doctors

All staff could wear the "Hello my name is" badge.

Better nutritional support (nibbles/ snacks).

Better signposting of where to go for advice.

By providing day/ night clocks and calendars.

Further training for medical staff.

I feel that multidisciplinary team staff are generally very good at looking after patients with dementia but are not always able to give optimal care due to time pressures and short staffing.

I think the support offered is excellent. I guess a better education on part of what is available to me as support tools/ teams would be very relevant. I found the eLearning module very dry.

If we were better supported by social services and it was easier to find placement for people with dementia, our wards would be less full and we could provide better care for those that needed to be admitted.

Improved access for carers to support their relatives in the wards.

Laminating "This is me" and scanning them onto the computer.

More activities co-ordinators, lunch clubs and activity boxes. The co-ordinators are only part time and they do such great work with limited time.

## Doctors

More activities with dedicated team. Feel patients respond well to activities which engage them and this helps improve their overall care.

More attention to nutrition/ drinking needs.

More information available. More training - case studies.

More staff! Particularly to help with caring for those patients who have challenging behaviour or are at risk of wandering.

More training for nurses.

People need to pay more attention to the call bells which are frequently left for long periods.

Reducing transfers between wards and different medical teams.

When indicated because of dementia, use a standard assessment of symptoms and problems designed for people with impaired capacity such as the integrated palliative care outcome scale for dementia.

## Allied Healthcare Professionals

Bespoke dementia training should be provided to non-clinical kitchen staff/ ward host/ hostesses, to help them understand how best to communicate with people with dementia or how to ensure their choices and preferences about food and drink are acknowledged in spite of impaired communication, and to help them understand how important it is that speech and language therapy recommendations (regarding texture and feeding strategies) are followed closely.

Complete "This is me", likes/ dislikes charts as standard on admission and/ or with next of kin. Often not meeting nutritional needs due to behavioural feeding and/ or medical status impacting on oral intake. Often secondary to their disease progression. Multidisciplinary team approach to determine behaviours/ likes/ dislikes/ strategies to encourage optimum intake.

Consider dementia when sending appointments for outpatients or follow up clinics. These patients may need verbal communication, reminders or third party involvement to gain, retain and act on this information.

Ensure that relevant information about the person's preferences, likes/ dislikes, communication, eating and drinking, etc. is gathered and documents such as "This Is Me" are completed and up to date. This may require staff to phone family/ carers to gather this information.

Feeding. I feel more support could be provided by ward staff to assist patients with cognitive impairment at mealtimes, and to assist them with choosing foods they may like.

Getting the "this is me" booklet filled in quicker on admission so that have more information [illegible] about patients and can tailor assessment and treatment. Encourage carers/ relatives to participate in joint therapy sessions and offer advice.

I think just basic principles to strictly follow at all times like using the "this is me" booklet familiarising ourselves with patient's likes and dislikes to spend time knowing the person and speaking to relatives/ next of kins/ carers to understand their baseline level of function in their own environments. To familiarise patients to their surroundings and promoting a routine e.g. letting in visitors to see patients at mealtimes to encourage good nutritional intake and for therapy sessions to enhance their rehab and recovery. More awareness of the differences between delirium and dementia and how to distinguish between the two, especially with those patients who already have dementia and have a delirium on top of - this may have significantly reduced cognition and function. To ensure all members of staff are well equipped to notice such changes in behaviour and function.

Increase knowledge of patients likes/ dislikes.

## Allied Healthcare Professionals

Increased staffing to allow for more time/ personalisation, i.e. mealtimes increased support, allow extra time for personal care to reduce stress on patients/ find out individual needs/ preferences.

More 1:1 support and volunteers, though this is growing daily and noticeable on the wards.

More information on training and contact details for onsite specialists.

More support for carers and education about dementia and how it presents. Support to staff about working with challenging behaviour. [Increased] dietetic input for patients with reduced/ poor appetites and provide education to family and staff about maximising nutrition.

More support on admission i.e. a passport to alert staff of needs straight away.

Provide [pill organising] boxes for medication on discharge.

To have some form of indicator by the patient's bed board that they have dementia and if "this is me" is available.

To have staff on the ward to provide a more individualised approach to care such as more time to encourage independence with meals and personal care.

To improve continuity between repeat admissions, "this is me" documents should be uploaded onto electronic patient record (EPR).

## Students

Make the dementia and delirium team bigger, provide students with easier access into dementia care.

More activities. More staff!!

More sessions to improve understanding. Understanding what having dementia is like and how to manage it. I would suggest some VERA (Virtual Education Resources and Activities) training.

Some training for students would be good, or maybe a leaflet with information regarding dementia before starting my placement here.

## Therapy Assistants & Allied Healthcare Professional Assistants

Frequent and up to date dementia training should be compulsory.

More specials or 1:1 healthcare assistants are needed and in turn, they need dementia training to understand how to engage and interact with patients. Telling patient to "sit down" does not meet the patients' needs.

## Ward-based Administrators

For any area treating dementia patients, there is a need for these areas to be bright and colourful. Presenting a cheerful attitude. Each area should have music suitable for the patients to listen to and there should be staff coordinating activities in order to keep patients stimulated throughout the day.

## Other / Unknown

Maybe allocate more volunteers to areas with a high percentage of patients with dementia to interact with them.

The current ward I work on has people with dementia. The main room has sensory pads to encourage dementia patients with orientation. Maybe the recent reminiscence day could be evolved to be part of the ward daily scenery.

The decor and signage on the wards could help people with dementia - it has been noted that signage could aid people with dementia. Also, certain colours can give visual support to patients with dementia.



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