

National Audit of Dementia
Care in General Hospitals 2016-2017

Local report appendices for:

Tunbridge Wells Hospital

Maidstone and Tunbridge Wells NHS 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

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 audit website .	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	60.8% 121/199	Yes	No
		In development	26.1% 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)	97.1% 168/173	Yes	N/A
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	65.9% 114/173	Yes	New question for Round 3
		Pathway in development	26.6% 46/173		
		Stroke			
		Yes	32.9% 57/173	No	New question for Round 3
		Pathway in development	21.4% 37/173		
		Fractured neck of femur			
		Yes	43.6% 75/172	No	New question for Round 3
		Pathway in development	24.4% 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)	31.7% 63/199	No	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)	31.7% 63/199	No	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)	60.3% 120/199	No	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	84.9% 169/199	Yes	No	
	4b	52.3% 104/199	No	No	
	4c	58.6% 106/181	No	No	
	4d	67.3% 134/199	No	No	
4.11 [2]	5	There are champions for dementia at:			
	5a	81.9% 163/199	No	Yes	
	5b	93.5% 186/199	Yes	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)	76.9% 153/199	No	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	41.2% 63/153	N/A	New question for Round 3
		Yes, once a year	34.6% 53/153		
Yes, less than once a year	20.3% 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)	93.5% 186/199	Yes	New question for Round 3	
	9a	<i>(If Q9=Yes)</i> The group meets:				
		Annually	0.5% 1/186	Bi-monthly	New question for Round 3	
		Bi-annually	0.5% 1/186			
		Quarterly	30.1% 56/186			
		Six-weekly	4.3% 8/186			
		Monthly	33.3% 62/186			
		Bi-monthly	29% 54/186			
		Weekly	0.5% 1/186			
		Unknown	1.6% 3/186			
	9b	<i>(If Q9=Yes)</i> The group includes:				
		Healthcare professionals	100% 186/186	√	New question for Round 3	
		Organisations e.g. Alzheimer's Society	64% 119/186	√		
Carer/ service user representation	66.1% 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)	88.4% 176/199	Yes	New question for Round 3	
	11	An evidence-based tool is used for establishing ward staffing levels: (y/n)	99% 197/199	Yes	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)	98% 195/199	Yes	Yes	
	12a	<i>(If Q12=Yes)</i> Wards' adherence to protected mealtimes is reviewed and monitored: (y/n)	88.7% 173/195	Yes	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)	88.9% 177/199	Yes	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	4% 8/199	No	New question for Round 3
		Yes, within the last year	1.5% 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)	38.2% 76/199	No	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)	98.5% 196/199	Yes	Yes
	17a	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes personal details, preferences and routines: (y/n)	100% 196/196	Yes	Yes
	17b	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes reminders or support with personal care: (y/n)	98.5% 193/196	Yes	Yes
	17c	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes recurring factors that may cause or exacerbate distress: (y/n)	100% 196/196	Yes	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)	99% 194/196	Yes	Yes
1.15 [3]	17e	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes life details which aid communication: (y/n)	99.5% 195/196	Yes	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)	99.5% 195/196	Yes	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)	93.4% 183/196	No	Yes
20	Documenting use of personal information in practice: Hospitals selected three wards (not 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:		Ward 20		New question for Round 3
	Ward 2:		Ward 2		
	Ward 3:		Ward 31		
	Number of patients checked:		-	10	New question for Round 3
	Range		0-40	-	-
	Median		10	-	-
	Number of these patients where the information was present:		-	3	New question for Round 3
	Percentage of patients where the information was present:		-	30%	New question for Round 3
	Range		0-100%	-	-
	Mean		49%	-	-
Median		50%	-	-	

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)	90.5% 180/199	Yes	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	91.1% 164/180	√	N/A
		Alert sheet or electronic flag	23.9% 43/180	-	
		A box to highlight or alert dementia condition in the notes or care plan	33.9% 61/180	-	
		Other	18.9% 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)	70.4% 140/199	Yes	No
	<i>(If Q22=Yes)</i> Please say what this is:				
	22a	A visual indicator, symbol or marker	87.1% 122/140	√	N/A
		Alert sheet or electronic flag	18.6% 26/140	-	
		A box to highlight or alert dementia condition in the notes or care plan	20.7% 29/140	-	
Other		17.9% 25/140	-		
9.13 [2]	23	The dementia lead or dementia working group collates feedback from carers on the written and verbal information provided to them: (y/n)	81.9% 163/199	Yes	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)	95.5% 190/199	Yes	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	46.2% 92/199	-	-
		Provided on induction	63.3% 126/199	√	-
		Provided in the last 12 months	58.8% 117/199	-	-
		Not provided in the last 12 months	8.5% 17/199	-	√
		Nurses			
		Mandatory	51.8% 103/199	-	-
		Provided on induction	74.4% 148/199	√	-
		Provided in the last 12 months	68.3% 136/199	-	√
		Not provided in the last 12 months	1% 2/199	-	-
		Healthcare assistants			
		Mandatory	51.8% 103/199	-	-
		Provided on induction	71.4% 142/199	√	-
		Provided in the last 12 months	68.3% 136/199	-	√
		Not provided in the last 12 months	1% 2/199	-	-
		Other allied healthcare professionals, e.g. physiotherapists, dieticians			
		Mandatory	47.7% 95/199	-	-
		Provided on induction	64.8% 129/199	√	-
		Provided in the last 12 months	67.8% 135/199	-	-
		Not provided in the last 12 months	3.5% 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	41.2% 82/199	-	-
		Provided on induction	57.8% 115/199	√	-
		Provided in the last 12 months	63.8% 127/199	-	-
		Not provided in the last 12 months	11.1% 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)	82.4% 164/199	No	No
7.5 [3]	27	What format is used to deliver basic dementia awareness training?			
		eLearning module	72.9% 145/199	-	New question for Round 3
		Workshop or study day	91% 181/199	√	
		Higher education module	22.6% 45/199	-	
		Other	29.1% 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)	93% 185/199	Yes	No
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)	84.3% 156/185	No	N/A
7.1 [2]	31	There is a named dignity lead to provide guidance, advice and consultation to staff: (y/n)	70.4% 140/199	No	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)	95.5% 190/199	Yes	No
6.5 [2]	33a	<i>(If Q32=Yes)</i> This person/ team has training in ongoing needs of people with dementia: (y/n)	92.6% 176/190	Yes	N/A
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)	98.4% 187/190	Yes	N/A
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)	75.9% 151/199	Yes	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	65.3% 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	1% 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	0% 0/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on only one day per week	0% 0/199	-	
		Finger food consists of sandwiches/wraps only	33.7% 67/199	-	
		Patients who may be unable to use cutlery will never be admitted to the hospital	0% 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	50.8% 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	10.6% 21/199	-	
		Simple food supplies for example bread, cereal, yoghurt and biscuits are available 24 hours a day	32.2% 64/199	√	
		Only snacks (biscuits, cake) are available 24 hours a day	3% 6/199	-	
Food is not available 24 hours a day	3.5% 7/199	-			
6.10 [2]	37	There is access to advocacy services with experience and training in working with people with dementia: (y/n)	95% 189/199	Yes	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	15.1% 30/199	-	New question for Round 3	
		On care of the elderly wards	38.7% 77/199	-		
		Other	30.2% 60/199	√		
		No	16.1% 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	42.7% 85/199	√	New question for Round 3	
		All adult wards/ areas	13.6% 27/199	-		
		All care of the elderly wards/ areas	18.1% 36/199	-		
		Designated dementia wards only	3% 6/199	-		
		Other	13.1% 26/199	-		
		No	9.5% 19/199	-		
	40	<i>(If Q39=Yes)</i> Environmental changes based on the review are:				
			Completed	15% 27/180	-	New question for Round 3
			Underway	56.7% 102/180	√	
			Planned but not yet underway	10% 18/180	-	
			Planned but funding has not been identified	15.6% 28/180	-	
			Plans are not in place	2.8% 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	36.7% 66/180	-	New question for Round 3
		All adult wards/ areas	9.4% 17/180	-	
		All care of the elderly wards/ areas	13.3% 24/180	-	
		Designated dementia wards only	5% 9/180	-	
		Other	13.3% 24/180	-	
		They have not been part of the team	22.2% 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	49.4% 89/180	-	New question for Round 3
		Yes, once the work is completed	40% 72/180	√	
		No plans are in place	10.6% 19/180	-	

Appendix B: Patient demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
34 - 65	2.2% (221)	8.2% (4)
66 - 80	24.3% (2445)	18.4% (9)
81 - 100	73% (7332)	73.5% (36)
101 - 108	0.4% (39)	0% (0)
Unknown	0.1% (10)	0% (0)

Age	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	34 - 108	44 - 100
Mean	84	83.6
Median	85	87

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	40.1% (4029)	40.8% (20)
Female	59.9% (6018)	59.2% (29)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	82.1% (8250)	89.8% (44)
Black/ Black British	1.2% (123)	0% (0)
Asian/ Asian British	1.9% (193)	0% (0)
Chinese	0.1% (10)	0% (0)
Mixed	0.1% (11)	0% (0)
Not documented	2.1% (210)	0% (0)
Other	12.4% (1250)	10.2% (5)

First language	National audit Round 3: % (N)	Your hospital Round 3: % (N)
English	77.4% (7778)	0% (0)
Welsh	0.6% (61)	0% (0)
Other European language	1% (96)	0% (0)
Asian language	1.4% (144)	0% (0)
Not documented	19% (1909)	100% (49)
Other	0.6% (59)	0% (0)

Primary diagnosis/ cause of admission*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Respiratory	19.9% (1998)	14.3% (7)
Fall	13.3% (1332)	10.2% (5)
Urinary/ renal	9% (901)	6.1% (3)
Hip dislocation/ hip fracture	7.5% (754)	14.3% (7)
Sepsis	6.3% (633)	10.2% (5)
Delirium/ confusion	6% (604)	8.2% (4)
Gastrointestinal	5.9% (595)	16.3% (8)
Cardiac/ vascular	5.1% (517)	0% (0)
Stroke	3.8% (380)	4.1% (2)
Neurological	3.6% (364)	8.2% (4)
Skin lacerations/ lesions	2% (204)	2% (1)
Impaired consciousness	2% (198)	0% (0)
Dementia**	1.9% (195)	2% (1)
Other	1.9% (192)	0% (0)
Unable to cope/ frailty	1.6% (160)	0% (0)
Dehydration	1.4% (143)	2% (1)
Haematology	1.1% (115)	0% (0)
Endocrine/ metabolic	1.1% (112)	0% (0)
Other fractures	1% (96)	2% (1)
Cancer	0.9% (94)	0% (0)
Surgical/ non-surgical procedure	0.9% (86)	0% (0)
Pain/ swelling	0.8% (85)	0% (0)
Hepatology	0.8% (84)	0% (0)
Oral/ visual/ auditory	0.4% (45)	0% (0)
Rheumatic	0.4% (45)	0% (0)
Psychiatric	0.4% (42)	0% (0)
Adverse reaction to medication/ allergy/ overdose	0.3% (28)	0% (0)
Injury/ trauma	0.2% (24)	0% (0)
Not documented/ unknown	0.2% (21)	0% (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	41.1% (4125)	34.7% (17)
General Medical	23.5% (2359)	6.1% (3)
Other Medical	9.9% (999)	20.4% (10)
Orthopaedics	8.9% (892)	18.4% (9)
Surgical	6.8% (681)	14.3% (7)
Stroke	4.5% (456)	4.1% (2)
Cardiac	2.5% (248)	0% (0)
Other	1.4% (136)	2% (1)
Nephrology	0.5% (52)	0% (0)
Obstetrics/ Gynaecology	0.4% (41)	0% (0)
Critical Care	0.2% (23)	0% (0)
Oncology	0.2% (22)	0% (0)
Unknown	0.1% (13)	0% (0)

Patients who:	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Died in hospital	12.8% (1285)	6.1% (3)
Self-discharged from hospital	0.1% (12)	0% (0)
Were marked 'fast track discharge'/ 'discharge to assess'/ 'transfer to assess'/ expedited with family agreement for recorded reasons	5.5% (482)	0% (0)
Received end of life care in hospital/ was on an end of life care plan	13% (1302)	4.1% (2)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
2 - 10 days	45.3% (4553)	36.7% (18)
11 – 20 days	25.5% (2559)	32.7% (16)
21 – 30 days	11.3% (1132)	16.3% (8)
31 – 40 days	6.7% (671)	6.1% (3)
41 – 50 days	4.2% (418)	6.1% (3)
51 – 60 days	2.3% (230)	2% (1)
61 – 70 days	1.7% (168)	0% (0)
71 – 80 days	1% (102)	0% (0)
81 – 90 days	0.6% (62)	0% (0)
More than 90 days	1.5% (152)	0% (0)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	2-775	3-56
Median (days)	12	13

Place of residence before/ after admission	National audit Round 3: % (N)		Your hospital Round 3: % (N)	
	Before	After*	Before	After*
Own home	57.7% (5793)	40.2% (3519)	55.1% (27)	37% (17)
Respite care	0.8% (80)	1.6% (136)	2% (1)	2.2% (1)
Rehabilitation	0.4% (37)	2.4% (207)	0% (0)	2.2% (1)
Psychiatric ward	0.5% (48)	0.7% (62)	0% (0)	0% (0)
Carer's home	2.1% (212)	2.1% (181)	0% (0)	2.2% (1)
Intermediate care	0.3% (27)	2% (172)	0% (0)	0% (0)
Residential care	16.9% (1701)	17.7% (1551)	10.2% (5)	8.7% (4)
Nursing home	19.7% (1981)	28.7% (2511)	28.6 (14)	45.7% (21)
Palliative care	0% (5)	0.6% (54)	0 (0)	0% (0)
Transfer from another hospital	1.4% (145)	3.9% (343)	2% (1)	0% (0)
Long stay care	0.2% (18)	0.3% (26)	2% (1)	2.2% (1)

Change in residence*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
No change	73.4% (6428)	71.7% (33)
Own/ carer's home to nursing/ residential care	11.1% (972)	13% (6)

*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)	93.8% 8558/9126 (96%, 91-98%)	81% 34/42	91.4% 32/35	
	15	An assessment of nutritional status was performed by a healthcare professional: (y/n/could not be assessed for recorded reasons)	89.8% 8832/9837 (93%, 86-96%)	51% 25/49	71.1% 27/38	
	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	85.9% 7580/8822 (89%, 79-96%)	88% 22/25	96.2% 25/26
		Other action taken	4% 352/8822 (2%, 0-5%)	0% 0/25	New answer options for Round 3	
	Yes or other action taken	89.9% 7932/2288 (93%, 85-98%)	88% 22/25			
1.10 [1]	16	Has a formal pressure ulcer risk assessment been carried out and score recorded? (y/n)	95.5% 9590/10044 (98%, 94-100%)	65.3% 32/49	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)	88% 8572/9744 (92%, 85-97%)	42.9% 21/49	86.1% 31/36	
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)	83.2% 8185/9840 (90%, 77-98%)	20.8% 10/48	68.6% 24/35	

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.13 [1]	19	Has an assessment of functioning been carried out?			
		Yes, a standardised assessment has taken place	45.3% 4212/9294 (45%, 23-66%)	12.2% 6/49	34.2% 13/38
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	42.8% 3977/9294 (44%, 26-58%)	53.1% 26/49	New answer options for Round 3
		Yes, other	1.7% 161/9294 (0%, 0-2%)	2% 1/49	
		Yes (all options)	89.8% 8350/9294 (92%, 85-96%)	67.3% 33/49	

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)	54% 4684/8682 (55%, 38-72%)	45.8% 22/48	71.4% 25/35
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	25.9% 2603/10047 (24%, 14-36%)	4.1% 2/49	15% 6/40
		Yes, but there was no indication that delirium may be present	18.5% 1863/10047 (15%, 6-25%)	4.1% 2/49	15% 6/40
		Yes (both options)	44.5% 4466/10047 (42%, 27-60%)	8.2% 4/49	30% 12/40
1.5 [2]	21a	(If Q21=Yes) Has the patient been clinically assessed for delirium by a healthcare professional? (y/n)	85.3% 2220/2603 (90%, 78-100%)	0% 0/2	66.7% 4/6

Information about the person with dementia

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
1.14 [1]	22	Does the care assessment contain a section dedicated to collecting information from the carer, next of kin or a person who knows the patient well? (y/n)	57.2% 5727/10010 (58%, 31-85%)	100% 49/49	57.5% 23/40
	22a	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding personal details, preferences and routines?			
		Yes	47.4% 2669/5626 (53%, 30-77%)	12.2% 6/49	56.5% 13/23
		Unknown*	33.1% 1865/5626 (14%, 0-44%)	85.7% 42/49	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	44.1% 2476/5616 (50%, 29-71%)	12.2% 6/49	New question for Round 3
		Unknown*	34.1% 1916/5616 (16%, 3-48%)	85.7% 42/49	
	22c	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding reminders or support with personal care?			
		Yes	55.3% 3116/5631 (64%, 42-80%)	12.2% 6/49	78.3% 18/23
		Unknown*	29.9% 1685/5631 (13%, 0-37%)	85.7% 42/49	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	32.6% 1818/5583 (35%, 18-56%)	12.2% 6/49	34.8% 8/23
		Unknown*	37.8% 2110/5583 (20%, 5-50%)	85.7% 42/49	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	28.2% 1564/5539 (26%, 13-50%)	12.2% 6/49	15% 3/20
		Unknown*	39.1% 2167/5539 (20%, 7-52%)	85.7% 42/49	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	43.1% 2413/5598 (50%, 25-70%)	12.2% 6/49	56.5% 13/23
		Unknown*	35.3% 1977/5598 (17%, 3-46%)	85.7% 42/49	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)	22.4% 1639/7329 (17%, 9-30%)	40% 18/45	13.2% 5/38
	23a	<i>(If 23=No)</i> Please comment:			
		Patient too unwell/ not responsive	3.3% 189/5690	0% 0/27	New question for Round 3
		Patient has advanced dementia (i.e. patient's advanced dementia makes the assessment not appropriate)	1.9% 110/5690	0% 0/27	
		Not routine/ not standard practice	5.8% 331/5690	0% 0/27	
		Not documented/ unknown reason	78.1% 4444/5690	100% 27/27	
	Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	10.8% 616/5690	0% 0/27		
	24	At the point of discharge the cause of cognitive impairment was summarised and recorded: (y/n)	69.1% 5067/7329 (72%, 57-84%)	82.2% 37/45	34.2% 13/38
	25	Have there been any symptoms of delirium? (y/n)	32.3% 2367/7329 (33%, 22-41%)	6.7% 3/45	28.9% 11/38
	25a	<i>(If Q25=Yes)</i> Have the symptoms of delirium been summarised for discharge? (y/n)	47.9% 1133/2367 (45%, 33-64%)	66.7% 2/3	54.5% 6/11
26	Have there been any persistent behavioural and psychiatric symptoms of dementia (wandering, aggression, shouting) during this admission? (y/n)	19.4% 1425/7329 (19%, 13-26%)	0% 0/45	36.8% 14/38	
26a	<i>(If Q26=Yes)</i> Have the symptoms of behavioural and psychiatric symptoms of dementia been summarised for discharge? (y/n)	44.5% 635/1426 (40%, 23-60%)	-% N/A	35.7% 5/14	

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?	65.5% 1649/2519 (71%, 53-89%)	40% 10/25	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:	70.4% 1161/1649 (75%, 50-89%)	60% 6/10	New question for Round 3
	27a (ii)	The patient had capacity on assessment and their consent is documented	11.9% 138/1161 (0%, 0-20%)	0% 0/6	
		The patient lacked requisite capacity and evidence of a best interests decision has been recorded	69.9% 811/1161 (75%, 50-90%)	50% 3/6	
		There is no record of either consent or best interest decision making*	18.3% 212/1161 (14%, 0-33%)	50% 3/6	
	27a (i)	There are no documented concerns about the patient's capacity to consent to the referral:	29.6% 488/1649 (25%, 11-50%)	40% 4/10	
	27a (iii)	The patients consent was requested and this is recorded	29.1% 142/488 (25%, 0-50%)	25% 1/4	
		There is no record of the patients consent*	70.9% 346/488 (75%, 50-100%)	75% 3/4	
	27a (ii & iii)	Consent or best interests (responses options combined)	66.2% 1091/1649 (67%, 50-86%)	40% 4/10	
		No consent or best interests (response options combined)	33.8% 558/1649 (33%, 14-50%)	60% 6/10	

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

Discharge coordination and multi-disciplinary team input

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
6.4 [2]	28	Did a named person/ identified team co-ordinate the discharge plan? (y/n/na)	82% 5807/7083 (89%, 72-96%)	33.3% 13/39	21.6% 8/37
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)	53.9% 3327/6169 (55%, 38-72%)	11.4% 5/44	30.3% 10/33
	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)	80.7% 5597/6935 (82%, 71-91%)	55.6% 25/45	62.5% 20/32
	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)	75.1% 5501/7329 (81%, 63-91%)	11.1% 5/45	47.4% 18/38
	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)	81.5% 5971/7329 (85%, 76-93%)	40% 18/45	52.6% 20/38
5.6 [1]	30	Has a single plan/ summary for discharge with clear updated information been produced? (y/n)	85.1% 6234/7329 (92%, 77-97%)	100% 45/45	42.1% 16/38
5.7 [2]	31	Are any support needs that have been identified documented in the discharge plan/ summary? (y/n/na)	60.2% 4211/6995 (61%, 44-79%)	51.1% 23/45	67.7% 21/31
5.8 [1]	32	Has the patient and/ or carer received a copy of the plan/ summary? (y/n/na)	80.6% 5621/6975 (94%, 72-100%)	86% 37/43	65.8% 25/38
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)	93.6% 6701/7156 (98%, 93-100%)	100% 45/45	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)	47.4% 2483/5242 (48%, 27-67%)	6.7% 3/45	10% 3/30
	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	62.5% 1306/2088	-% N/A	62.5% 5/8
		Patient awaiting assessment	9.1% 190/2088	-% N/A	0% 0/8
		Patient awaiting history/ results	6.1% 127/2088	-% N/A	0% 0/8
		Patient awaiting surgery	9.6% 200/2088	-% N/A	12.5% 1/8
		Patient presenting confusion	5.7% 120/2088	-% N/A	12.5% 1/8
		Patient on end of life plan	0% 1/2088	-% N/A	-
		Patient being transferred to another hospital	0.1% 2/2088	-% N/A	0% 0/8
		Patient unresponsive	0.3% 6/2088	-% N/A	0% 0/8
		Patient being discharged to nursing/ residential care	6.5% 136/2088	-% N/A	12.5% 1/8
		Not recorded	-	-	0% 0/8
		Other	0% 0/2088	-% N/A	0% 0/8

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	19.5% 1432/7329	33.3% 15/45	7.9% 3/38
		24 hours	12.2% 897/7329	4.4% 2/45	0% 0/38
		25 - 48 hours	14.7% 1075/7329	6.7% 3/45	2.6% 1/38
		More than 48 hours	27.1% 1985/7329	28.9% 13/45	13.2% 5/38
		No notice at all	0.5% 35/7329	0% 0/45	0% 0/38
		Not documented	24.2% 1770/7329	26.7% 12/45	71.1% 27/38
		No carer, family, friend/ could not contact	1.8% 132/7329	0% 0/45	5.3% 2/38
		Patient specified information withheld	0% 3/7329	0% 0/45	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)	67.3% 2605/3868 (70%, 50-88%)	0% 0/21	72.2% 13/18

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)	0% (0)
45 – 54 years	16.2% (749)	6.7% (1)
55 – 64 years	25.8% (1193)	13.3% (2)
65 – 74 years	20.8% (960)	26.7% (4)
75 – 84 years	19.1% (885)	40% (6)
85 years or over	7.4% (343)	13.3% (2)
Prefer not to say	1.2% (56)	0% (0)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	30.6% (1413)	53.3% (8)
Female	68.1% (3150)	46.7% (7)
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)	93.3% (14)
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)	6.7% (1)

Relationship to patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Spouse or partner	33.5% (1558)	73.3% (11)
Family member	55.9% (2597)	26.7% (4)
Friend	4.4% (203)	0% (0)
Professional carer (health or social care)	5.4% (249)	0% (0)
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)	92.3% (12)

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?	
		46.5% 2130/4578	42.9% 6/14
		43.3% 1980/4578	50% 7/14
		10.2% 468/4578	7.1% 1/14
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?	
		54.2% 2489/4592	60% 9/15
		36.4% 1672/4592	33.3% 5/15
		9.4% 431/4592	6.7% 1/15
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>	
		55.4% 2456/4433	57.1% 8/14
		34.2% 1515/4433	42.9% 6/14
		10.4% 462/4433	0% 0/14
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?	
		76% 3471/4569	100% 15/15
		20.8% 952/4569	0% 0/15
		3.2% 146/4569	0% 0/15

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	41.8% 1908/4566	60% 9/15
		Yes, to some extent	40.4% 1843/4566	26.7% 4/15
		No	17.8% 815/4566	13.3% 2/15
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	47.5% 2138/4497	66.7% 10/15
		Yes, to some extent	36.4% 1637/4497	13.3% 2/15
		No	16.1% 722/4497	20% 3/15
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	45.4% 2053/4524	46.7% 7/15
		Yes, to some extent	34.5% 1563/4524	33.3% 5/15
		No	20.1% 908/4524	20% 3/15

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?	
		34.5% 1602/4645	46.7% 7/15
		33.9% 1575/4645	26.7% 4/15
		17% 790/4645	13.3% 2/15
		9.6% 446/4645	13.3% 2/15
		5% 232/4645	0% 0/15
	9	How likely would you be to recommend the service to friends and family if they needed similar care or treatment?	
		42.5% 1933/4544	53.3% 8/15
		34.1% 1551/4544	20% 3/15
		14.3% 648/4544	26.7% 4/15
		4.8% 220/4544	0% 0/15
		4.2% 192/4544	0% 0/15

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 you have received from this hospital to help you in your role as a carer?	
		50.3% 2204/4379	60% 9/15
		34% 1487/4379	26.7% 4/15
		9.9% 434/4379	13.3% 2/15
		5.8% 254/4379	0% 0/15

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%	31.9% (4559)	43.2% (48)
26 - 50%	25.6% (3651)	26.1% (29)
51 - 75%	24.4% (3489)	18.9% (21)
More than 75%	18.1% (2588)	11.7% (13)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	15.7% (2260)	9% (10)
Female	83.2% (11954)	91% (101)
Other	0.2% (34)	0% (0)
Prefer not to say	0.8% (113)	0% (0)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	79.9% (11467)	86.5% (96)
Black/ Black British	4.1% (594)	1.8% (2)
Asian/ Asian British	8% (1150)	4.5% (5)
Mixed	1.3% (183)	1.8% (2)
Chinese	0.5% (73)	2.7% (3)
Other	4.5% (646)	1.8% (2)
Prefer not to say	1.7% (241)	0.9% (1)

Job role	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Registered nurse (Band 5 or 6)	29.9% (4300)	37.8% (42)
Registered nurse (Band 7 or above)	12.7% (1831)	14.4% (16)
Healthcare assistant	23.1% (3324)	18% (20)
Doctor	11.5% (1645)	4.5% (5)
Allied healthcare professional	11.9% (1713)	13.5% (15)
Therapy assistant/ allied healthcare professional assistant	2.6% (367)	3.6% (4)
Student	2.3% (332)	0.9% (1)
Ward based administrators	4% (571)	4.5% (5)
Other/ unknown	1.9% (279)	2.7% (3)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	13% (1866)	17.1% (19)
30 hours or more	87% (12458)	82.9% (92)

Time worked in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Less than 6 months	8% (1148)	7.2% (8)
6 - 11 months	9.5% (1364)	9.9% (11)
1 - 2 years	15.6% (2242)	13.5% (15)
3 - 5 years	16.4% (2350)	28.8% (32)
6 - 10 years	15.9% (2283)	14.4% (16)
11 - 15 years	12.1% (1739)	8.1% (9)
More than 15 years	22.4% (3205)	18% (20)

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	28.7% 4026/14024	61.6% 8640/14024	24.5% 27/110	59.1% 65/110	
		Yes, most of the time	32.9% 4614/14024		34.5% 38/110		
		Yes, sometimes	26.8% 3760/14024	-	28.2% 31/110	-	
		No	11.6% 1624/14024	-	12.7% 14/110	-	
		1b	Out of office hours				
			Yes, always	7.8% 874/11207	23.5% 2637/11207	6.1% 5/82	19.5% 16/82
			Yes, most of the time	15.7% 1763/11207		13.4% 11/82	
	Yes, sometimes		27.9% 3129/11207	-	23.2% 19/82	-	
	No	48.6% 5441/11207	-	57.3% 47/82	-		

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>	
		42.8% 5653/13205	48.5% 50/103
		53.2% 7030/13205	64.1% 66/103
		5.4% 713/13205	7.8% 8/103
		7.7% 1018/13205	2.9% 3/103
		7.3% 961/13205	3.9% 4/103
		17.3% 2278/13205	15.5% 16/103
	2a	Following your training at this hospital, do you feel better prepared to provide care/ support to people with dementia?	
		42.2% 4502/10670	52.3% 45/86
		50.5% 5390/10670	41.9% 36/86
	7.3% 778/10670	5.8% 5/86	

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	21.4% 3072/14345	59.9% 8597/14345	19.1% 21/110	58.2% 64/110
		Yes, most of the time	38.5% 5525/14345		39.1% 43/110	
		Yes, sometimes	33% 4734/14345	-	35.5% 39/110	-
		No	7.1% 1014/14345	-	6.4% 7/110	-
	3a	Do you have the opportunity to use this information to help you care for/ support people with dementia?				
		Yes, always	26.6% 3549/13329	67.5% 9003/13329	21.4% 22/103	63.1% 65/103
		Yes, most of the time	40.9% 5454/13329		41.7% 43/103	
		Yes, sometimes	30.6% 4074/13329	-	36.9% 38/103	-
		No	1.9% 252/13329	-	0% 0/103	-
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	28.9% 4145/14333	62.1% 8904/14333	25.5% 28/110	60.9% 67/110
		Yes, most of the time	33.2% 4759/14333		35.5% 39/110	
		Yes, sometimes	27.3% 3913/14333	-	29.1% 32/110	-
	No	10.6% 1516/14333	-	10% 11/110	-	

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	49.8% 6203/12457	31.9% 30/94
		Occasionally	37.2% 4636/12457	50% 47/94
		Almost Never	9.7% 1210/12457	11.7% 11/94
		Never	3.3% 408/12457	6.4% 6/94

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	51.2% 6131/11978	78.5% 9402/11978	67.4% 62/92	89.1% 82/92
		Yes, most of the time	27.3% 3271/11978		21.7% 20/92	
		Yes, sometimes	16.1% 1927/11978	-	7.6% 7/92	-
		No	5.4% 649/11978	-	3.3% 3/92	-
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	25.9% 3181/12263	76.1% 9330/12263	18.5% 17/92	73.9% 68/92
		Yes, most of the time	50.1% 6149/12263		55.4% 51/92	
		Yes, sometimes	19.2% 2357/12263	-	25% 23/92	-
		No	4.7% 576/12263	-	1.1% 1/92	-

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	30.4% 2785/9148	78% 7137/9148	33.8% 25/74	83.8% 62/74
		Yes, most of the time	47.6% 4352/9148		50% 37/74	
		Yes, sometimes	18.7% 1708/9148	-	14.9% 11/74	-
		No	3.3% 303/9148	-	1.4% 1/74	-
	10	Is additional staffing support provided if dependency needs on the ward(s) you work on increase?				
		Yes, always	10.7% 977/9143	38.2% 3493/9143	4.1% 3/73	35.6% 26/73
		Yes, most of the time	27.5% 2516/9143		31.5% 23/73	
		Yes, sometimes	42.5% 3887/9143	-	38.4% 28/73	-
		No	19.3% 1763/9143	-	26% 19/73	-
N3c [3]	11	Are night time bed moves for people with dementia avoided where possible on the ward(s) you work on? <i>By night time bed moves, we mean bed moves between the evening meal and breakfast the next morning.</i>				
		Yes, always	16.3% 1474/9047	48.8% 4416/9047	16.7% 12/72	63.9% 46/72
		Yes, most of the time	32.5% 2942/9047		47.2% 34/72	
		Yes, sometimes	27.7% 2506/9047	-	25% 18/72	-
	No	23.5% 2125/9047	-	11.1% 8/72	-	

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	28.3% 2488/8788	67.6% 5944/8788	27.8% 20/72	69.4% 50/72
		Yes, most of the time	39.3% 3456/8788		41.7% 30/72	
		Yes, sometimes	16.8% 1476/8788	-	15.3% 11/72	-
		No	15.6% 1368/8788	-	15.3% 11/72	-
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	38% 3356/8822	65.2% 5754/8822	31.9% 23/72	55.6% 40/72
		Yes, most of the time	27.2% 2398/8822		23.6% 17/72	
		Yes, sometimes	22.5% 1983/8822	-	29.2% 21/72	-
		No	12.3% 1085/8822	-	15.3% 11/72	-
3.11 [2]	14	Can you access snacks for people with dementia in between meals?				
		Yes, always	44.5% 4060/9119	73.2% 6675/9119	47.2% 34/72	80.6% 58/72
		Yes, most of the time	28.7% 2615/9119		33.3% 24/72	
		Yes, sometimes	20.7% 1886/9119	-	15.3% 11/72	-
		No	6.1% 558/9119	-	4.2% 3/72	-
N3a [2]	15	Are the nutrition and hydration needs of people with dementia communicated at handovers/ safety briefings?				
		Yes, always	46.2% 4199/9090	79.6% 7238/9090	43.1% 31/72	77.8% 56/72
		Yes, most of the time	33.4% 3039/9090		34.7% 25/72	
		Yes, sometimes	15.5% 1408/9090	-	13.9% 10/72	-
		No	4.9% 444/9090	-	8.3% 6/72	-

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 Tunbridge Wells Hospital are provided.

Registered Nurses (Band 5 or 6)
By providing more staff to special dementia patients so that they get the care and attention that they deserve.
Develop a questionnaire that would have questions that if completed could help all staff look after patients with dementia safely and compassionately. This questionnaire could be completed by relatives and carers of patients with dementia conditions who come into our hospitals to have treatment.
Extra staff, especially mealtimes, would be of great help to support people with dementia as they need more time for feeding.
Extra staffing will be very helpful to assist the needs and safety of patients with dementia.
Filling in the "This is Me" booklet and keeping it with the patient, more staff to be with the patient and give them the care and attention they require, better understanding from some staff regarding dementia.
Frequent visit to the ward by dementia specialist teams.
Have an activities coordinator.
Have day activities for patients with dementia. Being short staffed unable to sit with patients and fully interact.
Have more volunteers to help with patients i.e. talking, providing support.
Having dementia study days compulsory so all staff can be aware of how to meet individual needs.
I think a better range of food and more staff so that patients can be speacial if needed - or at least have more staff so that the care provided is not as rushed as it is at present. Also, with more staff the care could be centred around the patient, rather than everyone having to have a wash in the morning before lunch as is the case at the moment.
In my ward, we are short of personnel/ staff every shift, a way to improve the quality of the care provided could be have enough staff, basically.
In order to improve, I feel that we would benefit from more help regarding extra support when we have patients with dementia admitted. Sometimes it is difficult to properly support patients with dementia as well as keep track of other patients in our care.
Increased staffing levels when a patient with dementia is admitted. More frequent use of the "dementia passport".
Information letters about the patient's treatment or appointments, could include a list of important information that the family or carer of that patient, could bring [information] about the patient that would be beneficial to helping us to care for that patient in a way that helps them cope with all the treatment that will be given to them.
Management to understand and accept needs of dementia patients at any one given moment.
More dementia training and additional staff.
More staff and more dementia volunteers. A more conducive environment for dementia patients with engaging activities - this is currently only offered on one ward within this hospital, yet the need is there on another care of the elderly ward. (Tunbridge Wells Hospital at Pembury).
More staff on the wards so that dementia patients can receive individualised care and not have to fit in with the routine of others. More foods available at mealtimes for dementia patients, even if we have to go to the

Registered Nurses (Band 5 or 6)

canteen to get it. I think more variety in the menu needs to be addressed as most dementia patients prefer finger food and sweet treats and this is not always provided, especially at breakfast and lunch times.

More staff on ward to facilitate time spent with patients.

More training for care support workers and nurses who don't come into contact with dementia patients very often e.g. on surgical wards.

Need more staff to meet the needs of people with dementia to allow the dementia key worker to do activities with patients.

Our hospital has single rooms and I don't think this is beneficial to those with dementia. It makes them vulnerable to falls and feelings of isolation and anxiety. Small bays of 2 to 4 beds would be better, with adequate supervision. Nutritional needs are met if the patient is willing to eat and drink. I find it stressful caring for those patients who refuse to eat and drink because I don't know how to help them.

Patients with dementia should NEVER be transferred out of a main ward to an escalation area to enable their bed to be used for an admission, especially at night when the patients advocate isn't present. This practice does more harm than good.

Provide a campaign/ arrange a food club (breakfast, lunch club). Educate family.

Providing more staff, organising activities.

Resources to support the care of these patients. Provision of space (away from bedside) and facilities on wards to deliver therapy/ diversional activities would benefit many of the inpatient areas that care of patients with dementia.

Sometimes we are short of staff and then we are not able to provide 100% care to the patients with dementia who need special supervision, and if we have two or three patients like that, it can be very hard. We need more staff to provide effective and quality care to the patients with dementia just because other patients [shouldn't receive less care because of them].

Volunteers to support patients with dementia, i.e. sitting and chatting with them. Many patients do not have visitors and it is lonely in individual side rooms. More recreational activities for patients with dementia. "This is Me" booklet is really useful in helping to treat patients as individuals. However, they are not used as often as I would like, and patients are often transferred to us without one. Relatives usually think they are a very positive booklet to complete and are surprised that they have not been asked before.

We need more activity packs for dementia sufferers to prevent them becoming more disorientated while in hospital.

Registered Nurses (Band 7 or above)

Ensuring that all patients receive the care that the specialist wards provide.

Increase in activities for patients with dementia.

Increase the dementia specialist nurse team to provide more support to the wards.

More volunteers to support.

Provision of more individual ward-based dementia buddies.

Staff shortages and financial restraints within the NHS hinder best care of dementia patients.

To combine with the dementia key worker role.

We have been extremely lucky to have had recent investment from the League of Friends for activity boxes for each ward. Attracting more volunteers to 'visit' our dementia patients who do not always have family or visitors.

Healthcare Assistants

As a single roomed hospital, it has been more difficult to nurse/ look after patients with dementia. There are alarm mats/ clips but if staff are in a closed room, it can be difficult to always hear. Putting people out on their chairs outside their room can be helpful so the patient can 'watch the world go by' and staff can keep a better eye on them. Dementia courses are a good way of getting a better understanding and they have been very good in offering these. Some of the wards (particularly one) has been dementia friendly and overall is very effective. On occasion, I would like more information about the person that I might have to special so that I can better engage with them.

Better communication between the carer and hospital staff and ensuring the "This is me" booklet is being used. We need more things we can use to stimulate our patients e.g. books, music, games etc.

Communication.

Dementia training to be mandatory.

Have an HCA solely as a dementia coordinator. Find funding for this role.

I just think in my particular clinical area where we have many more sick patients, not enough attention is able to be given to patients with dementia.

More dementia buddies - especially at mealtimes.

More staff.

More training and support for the staff and the patients.

More training, more information about the patient i.e. "This is me" booklet.

Nursing staff should be provided with adequate information about patients with dementia who come for elective surgery. Provision could then be made for special dietary requirements and support for accompanying carers.

Providing enough staff and encourage more staff to attend dementia training.

When being transferred from A&E, time and care needs to be more considered. Patients are often moved onto a ward before their room is ready in order to stop patient breach. This is not always in the best interest of the patients as causes more confusion when needing to be moved more than once.

You can never have too much training in dementia awareness, whichever role you play in the hospital, everybody needs to keep their training up to date everybody has a part to play.

Doctors

Better staffing levels - with patients with dementia and clinically unwell patients, it can be difficult for nursing staff to provide the appropriate care and support for patients.

Having a dementia team available for 24 hours that can be contacted to be involved in the management of patients who come in with dementia mixed with other comorbidities. This team can help to support communication and meeting the immediate and long-term needs of these patients. It is also sometimes very difficult to dig up the full past and current medical history for patients with dementia because often, the carers are not available at the time of the history taking.

Allied Healthcare Professionals

A buddy book system - explaining roles and diary stay in hospital, if not already in situ.

Always remember the person. Do not focus on the diagnosis. This can be difficult when there is pressure to discharge patients or see a large number of patients within a short period of time. The underlying cause of a change in the person's condition, may not always be related to a progression of their dementia.

Better use of "this is me" document, not always given to relatives/ carers to complete.

Conducting ward based activity groups, perhaps in conjunction with therapy staff where able, e.g. breakfast/ lunch groups, exercise groups, games groups (board games, cards).

Currently our hospital is entirely side rooms. I think four bed bays and communal areas would be more engaging for patients. Would be nice to have activity groups/ breakfast clubs etc.

Dementia friendly areas/ common space - breakfast club with support staff to assist eating.

Food is an ongoing issue as patients have to order the day before and often don't remember what they ordered when it arrives. Staff do the best they can to support this and adapt meals if possible. It would be ideal if there were more staff to support dementia patients on non-dementia wards at mealtimes.

Greater awareness and understanding in our department on how to interact with patients with dementia.

I think we would benefit from more regular updates from link nurses/ training to remind staff of the issues and strategies that may be beneficial to use with people with dementia.

It would be useful to have better community links to dementia services to help create hospital passports following discharge. I do not feel we have reliable community follow up for early stage or newly identified memory problems.

More staff to sit with them/ mobilise if they want to, in order to prevent them getting agitated and bored.

More training and providing dementia patients with passports, more activity groups and more staff dedicated to help them.

Students

No comments from students for your hospital.

Therapy Assistants & Allied Healthcare Professional Assistants

More simulation/ activities on the wards i.e. books and puzzles. More in the way of bringing everyone together in one area, that feels more comfortable and homely. Can be isolating in rooms or disorientating in the corridors. Easier ways for people to be able to tell the time of the day and the date. Ward 20 sometimes has a group on patients out in the corridor or seating area outside if there is someone available to do this with them (activities coordinator not always available and works Monday-Friday). Not much else in the way of stimulation/ activities in other areas - patients get very bored. In the corridors of the hospital there isn't any windows, meaning no natural daylight, all very bright strip lights. Patients then sometimes don't know if it is day or night. No clocks or calendars when they are sitting/ walking out in the corridors.

They could encourage the use of the "This Is Me" document.

Ward-based Administrators

By providing a dedicated dementia ward where patients can be better provided for.

Not single rooms. More activities.

To provide a ward specifically designed for dementia patients, thereby providing the necessary, additional support they require, by staffing it adequately and providing patients with company, rather than isolated in single rooms.

Other / Unknown

No comments from other staff for your hospital.

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

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

© Healthcare Quality Improvement Partnership Ltd. (HQIP) 2017

www.nationalauditofdementia.org.uk

nad@rcpsych.ac.uk