

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

**Local report appendices for:**

**Norfolk & Norwich University Hospital**

**Norfolk and Norwich University Hospitals NHS Foundation  
Trust**

**July 2017**

**Commissioned by:**

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

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

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## Introduction to the appendices

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

| Std no.<br>[Type]   | Question number and text   |                              | National audit<br>Round 3:<br>%<br>Num/Den   | Your hospital<br>Round 3:<br>%<br>Num/Den | Your hospital Round 2:<br>%<br>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.<br>[Type] | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den   | Your hospital<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 2:<br>%<br>Num/Den |                          |
|-------------------|--------------------------|--|---|---|--------------------------|
| 4.1<br>[2]        | 1                        | A care pathway or bundle for patients with dementia is in place:   |   |   |                          |
|                   |                          | Yes  | <b>60.8%</b><br>121/199                   | <b>In development</b>                     | Yes                      |
|                   |                          | In development   | <b>26.1%</b><br>52/199                    |   |                          |
| 4.2<br>[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><br>168/173                   | <b>Yes</b>                                | Yes                      |
| 4.1<br>[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><br>114/173                   | <b>Yes</b>                                | New question for Round 3 |
|                   |                          | Pathway in development   | <b>26.6%</b><br>46/173                    |   |                          |
|                   |                          | Stroke   |   |   |                          |
|                   |                          | Yes  | <b>32.9%</b><br>57/173                    | <b>Yes</b>                                | New question for Round 3 |
|                   |                          | Pathway in development   | <b>21.4%</b><br>37/173                    |   |                          |
|                   |                          | Fractured neck of femur  |   |   |                          |
|                   |                          | Yes  | <b>43.6%</b><br>75/172                    | <b>Yes</b>                                | New question for Round 3 |
|                   |                          | Pathway in development   | <b>24.4%</b><br>42/172                    |   |                          |
| 4.7<br>[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><br>63/199                    | <b>Yes</b>                                | Yes                      |
|                   | 2b                       | Delayed discharge/ transfers, in which patients with dementia can be identified in the total number of patients with delayed discharge/ transfers (y/n)                  | <b>31.7%</b><br>63/199                    | <b>Yes</b>                                | Yes                      |
| 4.4<br>[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><br>120/199                   | <b>Yes</b>                                | Yes                      |

| Std no.<br>[Type]          | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den  | Your hospital<br>Round 3:<br>%<br>Num/Den  | Your hospital<br>Round 2:<br>%<br>Num/Den |                          |
|----------------------------|--------------------------|---|--|---|--------------------------|
| 4.5<br>[2]                 | 4                        | The Executive Board regularly receives feedback from the following:   |  |   |                          |
|                            | 4a                       | Clinical Leads for older people and people with dementia including Modern Matrons/ Nurse Consultant (y/n)   | <b>84.9%</b><br>169/199  | <b>Yes</b><br>Yes                         |                          |
|                            | 4b                       | Complaints – analysed by age (y/n)  | <b>52.3%</b><br>104/199  | <b>No</b><br>Yes                          |                          |
|                            | 4c                       | Patient Advice and Liaison Services (PALS) – in relation to the services for older people and people with dementia (y/n/na (hospitals in Wales))  | <b>58.6%</b><br>106/181  | <b>Yes</b><br>Yes                         |                          |
|                            | 4d                       | Patient/ public forums or local Healthwatch – in relation to services for older people and people with dementia (y/n)   | <b>67.3%</b><br>134/199  | <b>Yes</b><br>Yes                         |                          |
| 4.11<br>[2]                | 5                        | There are champions for dementia at:  |  |   |                          |
|                            | 5a                       | Directorate level (y/n)   | <b>81.9%</b><br>163/199  | <b>Yes</b><br>Yes                         |                          |
|                            | 5b                       | Ward level (y/n)  | <b>93.5%</b><br>186/199  | <b>Yes</b><br>Yes                         |                          |
| N4a<br>[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<br>[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><br>153/199  | <b>Yes</b><br>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><br>63/153   | <b>Yes, less than once a year</b>         | New question for Round 3 |
|                            |                          | Yes, once a year  | <b>34.6%</b><br>53/153   |   |                          |
| Yes, less than once a year | <b>20.3%</b><br>31/153   |   |  |   |                          |

| Std no.<br>[Type]                  | Question number and text |   | National audit<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 2:<br>%<br>Num/Den |  |
|------------------------------------|--------------------------|---|--|---|---|--|
| N4c<br>[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><br>186/199                    | <b>Yes</b>                                | New question for Round 3                  |  |
|                                    | 9a                       | <i>(If Q9=Yes)</i> The group meets:   |  |   |   |  |
|                                    |                          | Annually  | <b>0.5%</b><br>1/186                       | <b>Monthly</b>                            | New question for Round 3                  |  |
|                                    |                          | Bi-annually   | <b>0.5%</b><br>1/186                       |   |   |  |
|                                    |                          | Quarterly   | <b>30.1%</b><br>56/186                     |   |   |  |
|                                    |                          | Six-weekly  | <b>4.3%</b><br>8/186                       |   |   |  |
|                                    |                          | Monthly   | <b>33.3%</b><br>62/186                     |   |   |  |
|                                    |                          | Bi-monthly  | <b>29%</b><br>54/186                       |   |   |  |
|                                    |                          | Weekly  | <b>0.5%</b><br>1/186                       |   |   |  |
|                                    |                          | Unknown   | <b>1.6%</b><br>3/186                       |   |   |  |
|                                    | 9b                       | <i>(If Q9=Yes)</i> The group includes:  |  |   |   |  |
|                                    |                          | Healthcare professionals  | <b>100%</b><br>186/186                     | √   | New question for Round 3                  |  |
|                                    |                          | Organisations e.g. Alzheimer's Society  | <b>64%</b><br>119/186                      | -   |   |  |
| Carer/ service user representation | <b>66.1%</b><br>123/186  | -   |  |   |   |  |
| N7a<br>[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><br>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><br>197/199                      | <b>Yes</b>                                | New question for Round 3                  |  |
| 3.7<br>[1]                         | 12                       | Protected mealtimes are established in all wards that admit adults with known or suspected dementia: (y/n)  | <b>98%</b><br>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><br>173/195                    | <b>Yes</b>                                | Yes                                       |  |
| 3.8<br>[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><br>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><br>8/199                | <b>No</b>                        | New question for Round 3         |
|                |                          | Yes, within the last year   | <b>1.5%</b><br>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><br>76/199            | <b>Yes</b>                       | New question for Round 3         |

## Use of personal information documents

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



| Std no.<br>[Type] | Question number and text  |   | National audit<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 2:<br>%<br>Num/Den |
|-------------------|---|---|--|---|---|
| 1.14<br>[1]       | 19  | (If Q16=Yes) The form prompts staff to approach carers or relatives to collate necessary information: (y/n) | <b>93.4%</b><br>183/196                    | <b>Yes</b>                                | Yes                                       |
| 20                | Documenting use of personal information in practice: Hospitals selected three wards ( <b>not</b> mental health wards) which had the highest admissions of people with dementia. 10 patients in these wards were checked to see if the personal information document was present. Included were patients with dementia who needed a personal information document such as "This is Me" (any patients with dementia who did not require a personal information document were excluded). |   |  |   |   |
|                   | Ward 1:   |   | <b>Elsing</b>                              |   | New question for Round 3                  |
|                   | Ward 2:   |   | <b>Holt</b>                                |   |   |
|                   | Ward 3:   |   | <b>Knapton</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>9</b>                                  | New question for Round 3                  |
|                   | Percentage of patients where the information was present:   |   | -  | <b>90%</b>                                | New question for Round 3                  |
|                   | Range   |   | <b>0-100%</b>                              | -   | -   |
|                   | Mean  |   | <b>49%</b>                                 | -   | -   |
| Median            |   | <b>50%</b>  | -  | -   |   |

## Recognition of dementia

| Std no.<br>[Type] | Question number and text |  | National audit<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 2:<br>%<br>Num/Den |
|-------------------|--------------------------|--|--|---|---|
| 9.3<br>[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><br>180/199                    | <b>Yes</b>                                | No  |

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

## Training, learning and development

| Std no.<br>[Type] | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den   | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |     |
|-------------------|--------------------------|--|--|--|-----|
| 7.2<br>[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><br>190/199                      | <b>Yes</b>                                   | Yes |

| Std no.<br>[Type] | Question number and text   | National audit<br>Round 3:<br>%<br>Num/Den  | Your hospital<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 2:<br>%<br>Num/Den |  |
|-------------------|--|---|---|---|--|
| 7.4<br>[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><br>92/199  | √   | √   |  |
|                   | Provided on induction  | <b>63.3%</b><br>126/199   | √   | -   |  |
|                   | Provided in the last 12 months   | <b>58.8%</b><br>117/199   | √   | -   |  |
|                   | Not provided in the last 12 months                                       | <b>8.5%</b><br>17/199   | -   | -   |  |
|                   | Nurses   |   |   |   |  |
|                   | Mandatory  | <b>51.8%</b><br>103/199   | √   | √   |  |
|                   | Provided on induction  | <b>74.4%</b><br>148/199   | √   | -   |  |
|                   | Provided in the last 12 months   | <b>68.3%</b><br>136/199   | √   | -   |  |
|                   | Not provided in the last 12 months                                       | <b>1%</b><br>2/199  | -   | -   |  |
|                   | Healthcare assistants  |   |   |   |  |
|                   | Mandatory  | <b>51.8%</b><br>103/199   | √   | √   |  |
|                   | Provided on induction  | <b>71.4%</b><br>142/199   | √   | -   |  |
|                   | Provided in the last 12 months   | <b>68.3%</b><br>136/199   | √   | -   |  |
|                   | Not provided in the last 12 months                                       | <b>1%</b><br>2/199  | -   | -   |  |
|                   | Other allied healthcare professionals, e.g. physiotherapists, dieticians |   |   |   |  |
|                   | Mandatory  | <b>47.7%</b><br>95/199  | √   | √   |  |
|                   | Provided on induction  | <b>64.8%</b><br>129/199   | √   | -   |  |
|                   | Provided in the last 12 months   | <b>67.8%</b><br>135/199   | √   | -   |  |
|                   | Not provided in the last 12 months                                       | <b>3.5%</b><br>7/199  | -   | -   |  |

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

|            |    |  |
|------------|----|--|
| 7.5<br>[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<br>[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.<br>[Type] | Question number and text |  | National audit<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 2:<br>%<br>Num/Den |
|-------------------|--------------------------|--|--|---|---|
| 6.2<br>[2]        | 30                       | The hospital has access to intermediate care services, which will admit people with dementia: (y/n)  | <b>93%</b><br>185/199                      | <b>Yes</b>                                | Yes                                       |
| 6.3<br>[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><br>156/185                    | <b>Yes</b>                                | No  |
| 7.1<br>[2]        | 31                       | There is a named dignity lead to provide guidance, advice and consultation to staff: (y/n)   | <b>70.4%</b><br>140/199                    | <b>Yes</b>                                | Yes                                       |
| 6.4<br>[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><br>190/199                    | <b>Yes</b>                                | Yes                                       |
| 6.5<br>[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><br>176/190                    | <b>Yes</b>                                | Yes                                       |
| 6.6<br>[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><br>187/190                    | <b>Yes</b>                                | Yes                                       |
| 6.7<br>[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><br>151/199                    | <b>Yes</b>                                | Yes                                       |

| Std no.<br>[Type]                    | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den   | Your hospital<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 2:<br>%<br>Num/Den |                          |
|--------------------------------------|--------------------------|--|---|---|--------------------------|
| N3b<br>[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><br>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><br>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><br>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><br>0/199                        | -   |                          |
|                                      |                          | Finger food consists of sandwiches/wraps only  | <b>33.7%</b><br>67/199                    | -   |                          |
|                                      |                          | Patients who may be unable to use cutlery will never be admitted to the hospital   | <b>0%</b><br>0/199                        | -   |                          |
| 3.11<br>[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><br>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><br>21/199                    | -   |                          |
|                                      |                          | Simple food supplies for example bread, cereal, yoghurt and biscuits are available 24 hours a day  | <b>32.2%</b><br>64/199                    | -   |                          |
|                                      |                          | Only snacks (biscuits, cake) are available 24 hours a day  | <b>3%</b><br>6/199                        | -   |                          |
| Food is not available 24 hours a day | <b>3.5%</b><br>7/199     | -  |   |   |                          |
| 6.10<br>[2]                          | 37                       | There is access to advocacy services with experience and training in working with people with dementia: (y/n)                                  | <b>95%</b><br>189/199                     | <b>Yes</b>                                | Yes                      |

## Environment

| Std no.<br>[Type] | Question number and text  | National audit<br>Round 3:<br>%<br>Num/Den                         | Your hospital<br>Round 3:<br>%<br>Num/Den   | Your hospital<br>Round 2:<br>%<br>Num/Den |                             |                             |
|-------------------|---|--|---|---|-----------------------------|-----------------------------|
| 6.11<br>[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><br>30/199                      | √   | New question<br>for Round 3 |                             |
|                   |   | On care of the elderly wards                                       | <b>38.7%</b><br>77/199                      | -   |                             |                             |
|                   |   | Other  | <b>30.2%</b><br>60/199                      | -   |                             |                             |
|                   |   | No   | <b>16.1%</b><br>32/199                      | -   |                             |                             |
| N8a<br>[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><br>85/199                      | √   | New question<br>for Round 3 |                             |
|                   |   | All adult wards/ areas   | <b>13.6%</b><br>27/199                      | -   |                             |                             |
|                   |   | All care of the elderly wards/ areas                               | <b>18.1%</b><br>36/199                      | -   |                             |                             |
|                   |   | Designated dementia wards only                                     | <b>3%</b><br>6/199                          | -   |                             |                             |
|                   |   | Other  | <b>13.1%</b><br>26/199                      | -   |                             |                             |
|                   |   | No   | <b>9.5%</b><br>19/199                       | -   |                             |                             |
|                   | 40  | <i>(If Q39=Yes)</i> Environmental changes based on the review are: |   |   |                             |                             |
|                   |   |  | Completed                                   | <b>15%</b><br>27/180                      | -                           | New question<br>for Round 3 |
|                   |   |  | Underway                                    | <b>56.7%</b><br>102/180                   | √                           |                             |
|                   |   |  | Planned but not yet underway                | <b>10%</b><br>18/180                      | -                           |                             |
|                   |   |  | Planned but funding has not been identified | <b>15.6%</b><br>28/180                    | -                           |                             |
|                   |   |  | Plans are not in place                      | <b>2.8%</b><br>5/180                      | -                           |                             |

| Std no.<br>[Type] | Question number and text  | National audit<br>Round 3:<br>%<br>Num/Den              | Your hospital<br>Round 3:<br>%<br>Num/Den | Your hospital<br>Round 2:<br>%<br>Num/Den |                             |
|-------------------|---|---|---|---|-----------------------------|
| N8a<br>[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><br>66/180                    | -   | New question<br>for Round 3 |
|                   |   | All adult wards/ areas                                  | <b>9.4%</b><br>17/180                     | -   |                             |
|                   |   | All care of the elderly wards/ areas                    | <b>13.3%</b><br>24/180                    | -   |                             |
|                   |   | Designated dementia wards only                          | <b>5%</b><br>9/180                        | -   |                             |
|                   |   | Other   | <b>13.3%</b><br>24/180                    | -   |                             |
|                   |   | They have not been part of the team                     | <b>22.2%</b><br>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><br>89/180                    | √   | New question<br>for Round 3 |
|                   |   | Yes, once the work is completed                         | <b>40%</b><br>72/180                      | -   |                             |
|                   |   | No plans are in place                                   | <b>10.6%</b><br>19/180                    | -   |                             |



## Appendix B: Patient demographics

| Age range | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|-----------|----------------------------------|---------------------------------|
| 34 - 65   | <b>2.2%</b> (221)                | <b>2%</b> (1)                   |
| 66 - 80   | <b>24.3%</b> (2445)              | <b>18%</b> (9)                  |
| 81 - 100  | <b>73%</b> (7332)                | <b>80%</b> (40)                 |
| 101 - 108 | <b>0.4%</b> (39)                 | <b>0%</b> (0)                   |
| Unknown   | <b>0.1%</b> (10)                 | <b>0%</b> (0)                   |

| Age    | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|--------|----------------------------------|---------------------------------|
| Range  | <b>34 - 108</b>                  | <b>65 - 97</b>                  |
| Mean   | <b>84</b>                        | <b>85.3</b>                     |
| Median | <b>85</b>                        | <b>86</b>                       |

| Gender | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|--------|----------------------------------|---------------------------------|
| Male   | <b>40.1%</b> (4029)              | <b>50%</b> (25)                 |
| Female | <b>59.9%</b> (6018)              | <b>50%</b> (25)                 |

| Ethnicity            | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|----------------------|----------------------------------|---------------------------------|
| White/ White British | <b>82.1%</b> (8250)              | <b>100%</b> (50)                |
| Black/ Black British | <b>1.2%</b> (123)                | <b>0%</b> (0)                   |
| Asian/ Asian British | <b>1.9%</b> (193)                | <b>0%</b> (0)                   |
| Chinese              | <b>0.1%</b> (10)                 | <b>0%</b> (0)                   |
| Mixed                | <b>0.1%</b> (11)                 | <b>0%</b> (0)                   |
| Not documented       | <b>2.1%</b> (210)                | <b>0%</b> (0)                   |
| Other                | <b>12.4%</b> (1250)              | <b>0%</b> (0)                   |

| First language          | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|-------------------------|----------------------------------|---------------------------------|
| English                 | <b>77.4%</b> (7778)              | <b>100%</b> (50)                |
| Welsh                   | <b>0.6%</b> (61)                 | <b>0%</b> (0)                   |
| Other European language | <b>1%</b> (96)                   | <b>0%</b> (0)                   |
| Asian language          | <b>1.4%</b> (144)                | <b>0%</b> (0)                   |
| Not documented          | <b>19%</b> (1909)                | <b>0%</b> (0)                   |
| Other                   | <b>0.6%</b> (59)                 | <b>0%</b> (0)                   |

| Primary diagnosis/ cause of admission*            | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|---|----------------------------------|---------------------------------|
| Respiratory                                       | <b>19.9%</b> (1998)              | <b>28%</b> (14)                 |
| Fall  | <b>13.3%</b> (1332)              | <b>6%</b> (3)                   |
| Urinary/ renal                                    | <b>9%</b> (901)                  | <b>8%</b> (4)                   |
| Hip dislocation/ hip fracture                     | <b>7.5%</b> (754)                | <b>10%</b> (5)                  |
| Sepsis  | <b>6.3%</b> (633)                | <b>4%</b> (2)                   |
| Delirium/ confusion                               | <b>6%</b> (604)                  | <b>2%</b> (1)                   |
| Gastrointestinal                                  | <b>5.9%</b> (595)                | <b>8%</b> (4)                   |
| Cardiac/ vascular                                 | <b>5.1%</b> (517)                | <b>2%</b> (1)                   |
| Stroke  | <b>3.8%</b> (380)                | <b>4%</b> (2)                   |
| Neurological                                      | <b>3.6%</b> (364)                | <b>6%</b> (3)                   |
| Skin lacerations/ lesions                         | <b>2%</b> (204)                  | <b>0%</b> (0)                   |
| Impaired consciousness                            | <b>2%</b> (198)                  | <b>0%</b> (0)                   |
| Dementia**  | <b>1.9%</b> (195)                | <b>10%</b> (5)                  |
| Other   | <b>1.9%</b> (192)                | <b>0%</b> (0)                   |
| Unable to cope/ frailty                           | <b>1.6%</b> (160)                | <b>2%</b> (1)                   |
| 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>0%</b> (0)                   |
| Other fractures                                   | <b>1%</b> (96)                   | <b>2%</b> (1)                   |
| Cancer  | <b>0.9%</b> (94)                 | <b>4%</b> (2)                   |
| Surgical/ non-surgical procedure                  | <b>0.9%</b> (86)                 | <b>0%</b> (0)                   |
| Pain/ swelling                                    | <b>0.8%</b> (85)                 | <b>2%</b> (1)                   |
| Hepatology  | <b>0.8%</b> (84)                 | <b>0%</b> (0)                   |
| Oral/ visual/ auditory                            | <b>0.4%</b> (45)                 | <b>0%</b> (0)                   |
| Rheumatic   | <b>0.4%</b> (45)                 | <b>0%</b> (0)                   |
| Psychiatric                                       | <b>0.4%</b> (42)                 | <b>0%</b> (0)                   |
| Adverse reaction to medication/ allergy/ overdose | <b>0.3%</b> (28)                 | <b>0%</b> (0)                   |
| Injury/ trauma                                    | <b>0.2%</b> (24)                 | <b>0%</b> (0)                   |
| Not documented/ unknown                           | <b>0.2%</b> (21)                 | <b>0%</b> (0)                   |

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

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

| Speciality of the ward patients spent the longest time in | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|---|----------------------------------|---------------------------------|
| Care of the Elderly/ Complex Care                         | <b>41.1%</b> (4125)              | <b>68%</b> (34)                 |
| General Medical   | <b>23.5%</b> (2359)              | <b>2%</b> (1)                   |
| Other Medical   | <b>9.9%</b> (999)                | <b>0%</b> (0)                   |
| Orthopaedics  | <b>8.9%</b> (892)                | <b>8%</b> (4)                   |
| Surgical  | <b>6.8%</b> (681)                | <b>8%</b> (4)                   |
| Stroke  | <b>4.5%</b> (456)                | <b>6%</b> (3)                   |
| Cardiac   | <b>2.5%</b> (248)                | <b>4%</b> (2)                   |
| Other   | <b>1.4%</b> (136)                | <b>0%</b> (0)                   |
| Nephrology  | <b>0.5%</b> (52)                 | <b>4%</b> (2)                   |
| Obstetrics/ Gynaecology                                   | <b>0.4%</b> (41)                 | <b>0%</b> (0)                   |
| Critical Care   | <b>0.2%</b> (23)                 | <b>0%</b> (0)                   |
| Oncology  | <b>0.2%</b> (22)                 | <b>0%</b> (0)                   |
| Unknown   | <b>0.1%</b> (13)                 | <b>0%</b> (0)                   |

| Patients who:   | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|---|----------------------------------|---------------------------------|
| Died in hospital  | <b>12.8%</b> (1285)              | <b>0%</b> (0)                   |
| 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>8%</b> (4)                   |
| Received end of life care in hospital/ was on an end of life care plan  | <b>13%</b> (1302)                | <b>4%</b> (2)                   |

| Length of stay in the hospital | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|--------------------------------|----------------------------------|---------------------------------|
| 2 - 10 days                    | <b>45.3%</b> (4553)              | <b>50%</b> (25)                 |
| 11 – 20 days                   | <b>25.5%</b> (2559)              | <b>18%</b> (9)                  |
| 21 – 30 days                   | <b>11.3%</b> (1132)              | <b>10%</b> (5)                  |
| 31 – 40 days                   | <b>6.7%</b> (671)                | <b>6%</b> (3)                   |
| 41 – 50 days                   | <b>4.2%</b> (418)                | <b>4%</b> (2)                   |
| 51 – 60 days                   | <b>2.3%</b> (230)                | <b>4%</b> (2)                   |
| 61 – 70 days                   | <b>1.7%</b> (168)                | <b>2%</b> (1)                   |
| 71 – 80 days                   | <b>1%</b> (102)                  | <b>2%</b> (1)                   |
| 81 – 90 days                   | <b>0.6%</b> (62)                 | <b>2%</b> (1)                   |
| More than 90 days              | <b>1.5%</b> (152)                | <b>2%</b> (1)                   |

| Length of stay in the hospital | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|--------------------------------|----------------------------------|---------------------------------|
| Range                          | <b>2-775</b>                     | <b>3-103</b>                    |
| Median (days)                  | <b>12</b>                        | <b>10</b>                       |

| Place of residence before/ after admission | National audit Round 3:<br>% (N) |                     | Your hospital Round 3:<br>% (N) |                 |
|--|----------------------------------|---------------------|---------------------------------|-----------------|
|  | Before                           | After*              | Before                          | After*          |
| Own home                                   | <b>57.7%</b> (5793)              | <b>40.2%</b> (3519) | <b>60%</b> (30)                 | <b>36%</b> (18) |
| Respite care                               | <b>0.8%</b> (80)                 | <b>1.6%</b> (136)   | <b>0%</b> (0)                   | <b>0%</b> (0)   |
| Rehabilitation                             | <b>0.4%</b> (37)                 | <b>2.4%</b> (207)   | <b>0%</b> (0)                   | <b>6%</b> (3)   |
| Psychiatric ward                           | <b>0.5%</b> (48)                 | <b>0.7%</b> (62)    | <b>0%</b> (0)                   | <b>0%</b> (0)   |
| Carer's home                               | <b>2.1%</b> (212)                | <b>2.1%</b> (181)   | <b>0%</b> (0)                   | <b>0%</b> (0)   |
| Intermediate care                          | <b>0.3%</b> (27)                 | <b>2%</b> (172)     | <b>0%</b> (0)                   | <b>4%</b> (2)   |
| Residential care                           | <b>16.9%</b> (1701)              | <b>17.7%</b> (1551) | <b>16%</b> (8)                  | <b>24%</b> (12) |
| Nursing home                               | <b>19.7%</b> (1981)              | <b>28.7%</b> (2511) | <b>20</b> (10)                  | <b>28%</b> (14) |
| Palliative care                            | <b>0%</b> (5)                    | <b>0.6%</b> (54)    | <b>0</b> (0)                    | <b>2%</b> (1)   |
| Transfer from another hospital             | <b>1.4%</b> (145)                | <b>3.9%</b> (343)   | <b>4%</b> (2)                   | <b>0%</b> (0)   |
| 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:<br>% (N) | Your hospital Round 3:<br>% (N) |
|--|----------------------------------|---------------------------------|
| No change                                      | <b>73.4%</b> (6428)              | <b>70%</b> (35)                 |
| Own/ carer's home to nursing/ residential care | <b>11.1%</b> (972)               | <b>14%</b> (7)                  |

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

## Appendix C: Casenote audit data

### Assessment

#### Multidisciplinary assessment

| Std no.<br>[Type] | Question number and text  |  | National audit<br>Round 3:<br>%<br>Num/Den<br>(Median, IQR) | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |                |
|-------------------|---------------------------|--|---|--|--|----------------|
| 1.9<br>[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><br>8558/9126<br>(96%, 91-98%)                  | <b>97.7%</b><br>42/43                        | 94.1%<br>32/34                               |                |
|                   | 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><br>8832/9837<br>(93%, 86-96%)                  | <b>100%</b><br>50/50                         | 86.1%<br>31/36                               |                |
|                   | 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><br>7580/8822<br>(89%, 79-96%)   | <b>84%</b><br>42/50                          | 87.1%<br>27/31 |
|                   |                           | Other action taken   | <b>4%</b><br>352/8822<br>(2%, 0-5%)                         | <b>12%</b><br>6/50                           | New answer options for Round 3               |                |
|                   | Yes or other action taken | <b>89.9%</b><br>7932/2288<br>(93%, 85-98%)   | <b>96%</b><br>48/50   |  |  |                |
| 1.10<br>[1]       | 16                        | Has a formal pressure ulcer risk assessment been carried out and score recorded? (y/n)   | <b>95.5%</b><br>9590/10044<br>(98%, 94-100%)                | <b>100%</b><br>50/50                         | 95%<br>38/40                                 |                |
| 1.12<br>[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><br>8572/9744<br>(92%, 85-97%)                    | <b>100%</b><br>49/49                         | 97.1%<br>34/35                               |                |
| 1.11<br>[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><br>8185/9840<br>(90%, 77-98%)                  | <b>88%</b><br>44/50                          | 88.6%<br>31/35                               |                |

| Std no.<br>[Type] | Question number and text |  | National audit<br>Round 3:<br>%<br>Num/Den<br>(Median, IQR) | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |
|-------------------|--------------------------|--|---|--|--|
| 1.13<br>[1]       | 19                       | Has an assessment of functioning been carried out?                             |   |  |  |
|                   |                          | Yes, a standardised assessment has taken place                                 | <b>45.3%</b><br>4212/9294<br>(45%, 23-66%)                  | <b>4.7%</b><br>2/43                          | 40%<br>14/35                                 |
|                   |                          | Yes, an occupational therapy and/or a physiotherapy assessment has taken place | <b>42.8%</b><br>3977/9294<br>(44%, 26-58%)                  | <b>86%</b><br>37/43                          | New answer<br>options for<br>Round 3         |
|                   |                          | Yes, other   | <b>1.7%</b><br>161/9294<br>(0%, 0-2%)                       | <b>2.3%</b><br>1/43                          |  |
|                   |                          | Yes (all options)  | <b>89.8%</b><br>8350/9294<br>(92%, 85-96%)                  | <b>93%</b><br>40/43                          |  |

### Mental state assessment

| Std no.<br>[Type] | Question number and text |   | National audit<br>Round 3:<br>%<br>Num/Den<br>(Median, IQR) | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |
|-------------------|--------------------------|---|---|--|--|
| 1.3<br>[2]        | 20                       | Has a standardised mental status test been carried out? (y/n/could not be assessed for recorded reasons)                      | <b>54%</b><br>4684/8682<br>(55%, 38-72%)                    | <b>22.9%</b><br>11/48                        | 45.7%<br>16/35                               |
| 1.4<br>[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><br>2603/10047<br>(24%, 14-36%)                 | <b>18%</b><br>9/50                           | 25%<br>10/40                                 |
|                   |                          | Yes, but there was no indication that delirium may be present   | <b>18.5%</b><br>1863/10047<br>(15%, 6-25%)                  | <b>6%</b><br>3/50                            | 40%<br>16/40                                 |
|                   |                          | Yes (both options)  | <b>44.5%</b><br>4466/10047<br>(42%, 27-60%)                 | <b>24%</b><br>12/50                          | 65%<br>26/40                                 |
| 1.5<br>[2]        | 21a                      | (If Q21=Yes) Has the patient been clinically assessed for delirium by a healthcare professional? (y/n)                        | <b>85.3%</b><br>2220/2603<br>(90%, 78-100%)                 | <b>66.7%</b><br>6/9                          | 90%<br>9/10                                  |

## Information about the person with dementia

| Std no.<br>[Type] | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den<br>(Median, IQR)  | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |                               |
|-------------------|--------------------------|--|--|--|-------------------------------|
| 1.14<br>[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><br>5727/10010<br>(58%, 31-85%)  | <b>100%</b><br>50/50                         | 67.5%<br>27/40                |
|                   | 22a                      | <i>(If Q22=Yes)</i> Has information been collected about the patient regarding personal details, preferences and routines?                               |  |  |                               |
|                   |                          | Yes  | <b>47.4%</b><br>2669/5626<br>(53%, 30-77%)   | <b>6%</b><br>3/50                            | 44.4%<br>12/27                |
|                   |                          | Unknown*   | <b>33.1%</b><br>1865/5626<br>(14%, 0-44%)    | <b>94%</b><br>47/50                          | 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><br>2476/5616<br>(50%, 29-71%)   | <b>2%</b><br>1/50                            | New question for Round 3      |
|                   |                          | Unknown*   | <b>34.1%</b><br>1916/5616<br>(16%, 3-48%)    | <b>98%</b><br>49/50                          |                               |
|                   | 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><br>3116/5631<br>(64%, 42-80%)   | <b>4%</b><br>2/50                            | 70.4%<br>19/27                |
|                   |                          | Unknown*   | <b>29.9%</b><br>1685/5631<br>(13%, 0-37%)    | <b>96%</b><br>48/50                          | 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><br>1818/5583<br>(35%, 18-56%)   | <b>2%</b><br>1/50                            | 23.1%<br>6/26                 |
|                   |                          | Unknown*   | <b>37.8%</b><br>2110/5583<br>(20%, 5-50%)    | <b>98%</b><br>49/50                          | New answer option for Round 3 |

| Std no.<br>[Type] | Question number and text   | National audit<br>Round 3:<br>%<br>Num/Den<br>(Median, IQR) | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |                               |
|-------------------|--|---|--|--|-------------------------------|
| 1.14<br>[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><br>1564/5539<br>(26%, 13-50%)   | <b>2%</b><br>1/50                            | 11.1%<br>3/27                 |
|                   |  | Unknown*  | <b>39.1%</b><br>2167/5539<br>(20%, 7-52%)    | <b>98%</b><br>49/50                          | New answer option for Round 3 |
| 1.15<br>[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><br>2413/5598<br>(50%, 25-70%)   | <b>2%</b><br>1/50                            | 26.9%<br>7/26                 |
|                   |  | Unknown*  | <b>35.3%</b><br>1977/5598<br>(17%, 3-46%)    | <b>98%</b><br>49/50                          | New answer option for Round 3 |

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



## Discharge

### Assessment before discharge

| Std no.<br>[Type] | Question number and text   | National audit<br>Round 3:<br>%<br>Num/Den<br>(Median, IQR)  | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |                             |
|-------------------|--|--|--|--|-----------------------------|
| 5.3<br>[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><br>1639/7329<br>(17%, 9-30%)    | <b>9.5%</b><br>4/42                          | 15.6%<br>5/32               |
|                   | 23a  | <i>(If 23=No)</i> Please comment:  |  |  |                             |
|                   |  | Patient too unwell/ not responsive   | <b>3.3%</b><br>189/5690                      | <b>5.3%</b><br>2/38                          | New question<br>for Round 3 |
|                   |  | Patient has advanced dementia (i.e. patient's advanced dementia makes the assessment not appropriate)                                      | <b>1.9%</b><br>110/5690                      | <b>2.6%</b><br>1/38                          |                             |
|                   |  | Not routine/ not standard practice   | <b>5.8%</b><br>331/5690                      | <b>0%</b><br>0/38                            |                             |
|                   |  | Not documented/ unknown reason   | <b>78.1%</b><br>4444/5690                    | <b>86.8%</b><br>33/38                        |                             |
|                   | Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)   | <b>10.8%</b><br>616/5690   | <b>5.3%</b><br>2/38                          |  |                             |
|                   | 24   | At the point of discharge the cause of cognitive impairment was summarised and recorded: (y/n)   | <b>69.1%</b><br>5067/7329<br>(72%, 57-84%)   | <b>100%</b><br>42/42                         | 75%<br>24/32                |
|                   | 25   | Have there been any symptoms of delirium? (y/n)  | <b>32.3%</b><br>2367/7329<br>(33%, 22-41%)   | <b>28.6%</b><br>12/42                        | 25%<br>8/32                 |
|                   | 25a  | <i>(If Q25=Yes)</i> Have the symptoms of delirium been summarised for discharge? (y/n)   | <b>47.9%</b><br>1133/2367<br>(45%, 33-64%)   | <b>58.3%</b><br>7/12                         | 37.5%<br>3/8                |
| 26                | Have there been any persistent behavioural and psychiatric symptoms of dementia (wandering, aggression, shouting) during this admission? (y/n) | <b>19.4%</b><br>1425/7329<br>(19%, 13-26%)   | <b>21.4%</b><br>9/42                         | 6.3%<br>2/32                                 |                             |
| 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><br>635/1426<br>(40%, 23-60%)  | <b>66.7%</b><br>6/9                          | 50%<br>1/2                                   |                             |

| Std no.<br>[Type] | Question number and text |   | National audit<br>Round 3:<br>%<br>Num/Den<br>(Median, IQR) | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |
|-------------------|--------------------------|---|---|--|--|
| 5.3<br>[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><br>1649/2519<br>(71%, 53-89%)                  | <b>90.9%</b><br>10/11                        | New question for Round 3                     |
|                   | 27a<br>(i)               | <i>(If Q27=Yes):</i><br>There are documented concerns about the patient's capacity to consent to the referral:                  | <b>70.4%</b><br>1161/1649<br>(75%, 50-89%)                  | <b>80%</b><br>8/10                           | New question for Round 3                     |
|                   | 27a<br>(ii)              | The patient had capacity on assessment and their consent is documented  | <b>11.9%</b><br>138/1161<br>(0%, 0-20%)                     | <b>0%</b><br>0/8                             |  |
|                   |                          | The patient lacked requisite capacity and evidence of a best interests decision has been recorded                               | <b>69.9%</b><br>811/1161<br>(75%, 50-90%)                   | <b>100%</b><br>8/8                           |  |
|                   |                          | There is no record of either consent or best interest decision making*  | <b>18.3%</b><br>212/1161<br>(14%, 0-33%)                    | <b>0%</b><br>0/8                             |  |
|                   | 27a<br>(i)               | There are no documented concerns about the patient's capacity to consent to the referral:                                       | <b>29.6%</b><br>488/1649<br>(25%, 11-50%)                   | <b>20%</b><br>2/10                           |  |
|                   | 27a<br>(iii)             | The patients consent was requested and this is recorded   | <b>29.1%</b><br>142/488<br>(25%, 0-50%)                     | <b>0%</b><br>0/2                             |  |
|                   |                          | There is no record of the patients consent*   | <b>70.9%</b><br>346/488<br>(75%, 50-100%)                   | <b>100%</b><br>2/2                           |  |
|                   | 27a<br>(ii &<br>iii)     | Consent or best interests (responses options combined)  | <b>66.2%</b><br>1091/1649<br>(67%, 50-86%)                  | <b>80%</b><br>8/10                           |  |
|                   |                          | No consent or best interests (response options combined)  | <b>33.8%</b><br>558/1649<br>(33%, 14-50%)                   | <b>20%</b><br>2/10                           |  |

\*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.<br>[Type] | Question number and text |   | National audit<br>Round 3:<br>%<br>Num/Den<br>(Median, IQR) | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |
|-------------------|--------------------------|---|---|--|--|
| 6.4<br>[2]        | 28                       | Did a named person/ identified team co-ordinate the discharge plan? (y/n/na)  | <b>82%</b><br>5807/7083<br>(89%, 72-96%)                    | <b>100%</b><br>42/42                         | 51.6%<br>16/31                               |
| 5.4<br>[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><br>3327/6169<br>(55%, 38-72%)                  | <b>43.2%</b><br>16/37                        | 52.2%<br>12/23                               |
|                   | 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><br>5597/6935<br>(82%, 71-91%)                  | <b>95.2%</b><br>40/42                        | 86.7%<br>26/30                               |
|                   | 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><br>5501/7329<br>(81%, 63-91%)                  | <b>92.9%</b><br>39/42                        | 81.3%<br>26/32                               |
|                   | 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><br>5971/7329<br>(85%, 76-93%)                  | <b>95.2%</b><br>40/42                        | 90.6%<br>29/32                               |
| 5.6<br>[1]        | 30                       | Has a single plan/ summary for discharge with clear updated information been produced? (y/n)  | <b>85.1%</b><br>6234/7329<br>(92%, 77-97%)                  | <b>100%</b><br>42/42                         | 93.8%<br>30/32                               |
| 5.7<br>[2]        | 31                       | Are any support needs that have been identified documented in the discharge plan/ summary? (y/n/na)   | <b>60.2%</b><br>4211/6995<br>(61%, 44-79%)                  | <b>45.2%</b><br>19/42                        | 58.6%<br>17/29                               |
| 5.8<br>[1]        | 32                       | Has the patient and/ or carer received a copy of the plan/ summary? (y/n/na)  | <b>80.6%</b><br>5621/6975<br>(94%, 72-100%)                 | <b>100%</b><br>42/42                         | 84.4%<br>27/32                               |
| N5b<br>[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><br>6701/7156<br>(98%, 93-100%)                 | <b>100%</b><br>42/42                         | New question<br>for Round 3                  |

## Discharge planning

| Std no.<br>[Type] | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den<br>(Median, IQR)  | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |                |
|-------------------|--------------------------|--|--|--|----------------|
| 5.1<br>[2]        | 34                       | Was discharge planning initiated within 24 hours of admission? (y/n/na)  | <b>47.4%</b><br>2483/5242<br>(48%, 27-67%)   | <b>63.2%</b><br>12/19                        | 59.1%<br>13/22 |
|                   | 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><br>1306/2088                    | <b>56.5%</b><br>13/23                        | 70%<br>7/10    |
|                   |                          | Patient awaiting assessment  | <b>9.1%</b><br>190/2088                      | <b>17.4%</b><br>4/23                         | 0%<br>0/10     |
|                   |                          | Patient awaiting history/ results  | <b>6.1%</b><br>127/2088                      | <b>13%</b><br>3/23                           | 10%<br>1/10    |
|                   |                          | Patient awaiting surgery   | <b>9.6%</b><br>200/2088                      | <b>13%</b><br>3/23                           | 0%<br>0/10     |
|                   |                          | Patient presenting confusion   | <b>5.7%</b><br>120/2088                      | <b>0%</b><br>0/23                            | 10%<br>1/10    |
|                   |                          | Patient on end of life plan  | <b>0%</b><br>1/2088                          | <b>0%</b><br>0/23                            | -              |
|                   |                          | Patient being transferred to another hospital  | <b>0.1%</b><br>2/2088                        | <b>0%</b><br>0/23                            | 0%<br>0/10     |
|                   |                          | Patient unresponsive   | <b>0.3%</b><br>6/2088                        | <b>0%</b><br>0/23                            | 0%<br>0/10     |
|                   |                          | Patient being discharged to nursing/ residential care  | <b>6.5%</b><br>136/2088                      | <b>0%</b><br>0/23                            | 0%<br>0/10     |
|                   |                          | Not recorded   | -  | -  | 0%<br>0/10     |
| Other             | <b>0%</b><br>0/2088      | <b>0%</b><br>0/23  | 10%<br>1/10                                  |  |                |

## Support for carers and family

| Std no.<br>[Type] | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den<br>(Median, IQR)                                  | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 2:<br>%<br>Num/Den |                                     |
|-------------------|--------------------------|--|--|--|-------------------------------------|
| 5.10<br>[2]       | 35                       | Carers or family have received notice of discharge and this is documented:                   |  |  |                                     |
|                   |                          | Less than 24 hours   | <b>19.5%</b><br>1432/7329                    | <b>16.7%</b><br>7/42                         | 9.4%<br>3/32                        |
|                   |                          | 24 hours   | <b>12.2%</b><br>897/7329                     | <b>4.8%</b><br>2/42                          | 12.5%<br>4/32                       |
|                   |                          | 25 - 48 hours  | <b>14.7%</b><br>1075/7329                    | <b>16.7%</b><br>7/42                         | 46.9%<br>15/32                      |
|                   |                          | More than 48 hours   | <b>27.1%</b><br>1985/7329                    | <b>59.5%</b><br>25/42                        | 15.6%<br>5/32                       |
|                   |                          | No notice at all   | <b>0.5%</b><br>35/7329                       | <b>0%</b><br>0/42                            | 0%<br>0/32                          |
|                   |                          | Not documented   | <b>24.2%</b><br>1770/7329                    | <b>2.4%</b><br>1/42                          | 12.5%<br>4/32                       |
|                   |                          | No carer, family, friend/ could not contact  | <b>1.8%</b><br>132/7329                      | <b>0%</b><br>0/42                            | 3.1%<br>1/32                        |
|                   |                          | Patient specified information withheld   | <b>0%</b><br>3/7329                          | <b>0%</b><br>0/42                            | New answer<br>option for<br>Round 3 |
| 5.5<br>[2]        | 36                       | An assessment of the carer's current needs has taken place in advance of discharge: (y/n/na) | <b>67.3%</b><br>2605/3868<br>(70%, 50-88%)   | <b>100%</b><br>16/16                         | 94.1%<br>16/17                      |

## Appendix D: Carer demographics

| Age range         | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (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)                      | 10% (3)                         |
| 55 – 64 years     | 25.8% (1193)                     | 26.7% (8)                       |
| 65 – 74 years     | 20.8% (960)                      | 20% (6)                         |
| 75 – 84 years     | 19.1% (885)                      | 30% (9)                         |
| 85 years or over  | 7.4% (343)                       | 13.3% (4)                       |
| Prefer not to say | 1.2% (56)                        | 0% (0)                          |

| Gender            | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|-------------------|----------------------------------|---------------------------------|
| Male              | 30.6% (1413)                     | 16.7% (5)                       |
| Female            | 68.1% (3150)                     | 83.3% (25)                      |
| Other             | 0.1% (4)                         | 0% (0)                          |
| Prefer not to say | 1.2% (57)                        | 0% (0)                          |

| Ethnicity            | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|----------------------|----------------------------------|---------------------------------|
| White/ White British | 88.4% (4079)                     | 100% (30)                       |
| 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)                       | 0% (0)                          |

| Relationship to patient                    | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|--|----------------------------------|---------------------------------|
| Spouse or partner                          | 33.5% (1558)                     | 45.2% (14)                      |
| Family member                              | 55.9% (2597)                     | 51.6% (16)                      |
| Friend                                     | 4.4% (203)                       | 3.2% (1)                        |
| 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:<br>% (N) | Your hospital Round 3:<br>% (N) |
|--------------------------------|----------------------------------|---------------------------------|
| Yes                            | 77.8% (3356)                     | 76.7% (23)                      |

## Appendix E: Carer questionnaire data

### Patient care

| Std no.<br>[Type] | Question number and text |   | National<br>audit<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 3:<br>%<br>Num/Den |
|-------------------|--------------------------|---|---|--|
| 9.3<br>[1]        | 1                        | Do you feel that hospital staff were well informed and understood the needs of the person you look after?   |   |  |
|                   |                          | Yes, definitely   | <b>46.5%</b><br>2130/4578                     | <b>45.2%</b><br>14/31                        |
|                   |                          | Yes, to some extent   | <b>43.3%</b><br>1980/4578                     | <b>41.9%</b><br>13/31                        |
|                   |                          | No  | <b>10.2%</b><br>468/4578                      | <b>12.9%</b><br>4/31                         |
| 7.4<br>[2]        | 2                        | Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after?                       |   |  |
|                   |                          | Yes, definitely   | <b>54.2%</b><br>2489/4592                     | <b>51.6%</b><br>16/31                        |
|                   |                          | Yes, to some extent   | <b>36.4%</b><br>1672/4592                     | <b>35.5%</b><br>11/31                        |
|                   |                          | No  | <b>9.4%</b><br>431/4592                       | <b>12.9%</b><br>4/31                         |
| 1.14<br>[1]       | 3                        | Was the person you look after given enough help with personal care from hospital staff? <i>For example, eating, drinking, washing and using the toilet.</i> |   |  |
|                   |                          | Yes, definitely   | <b>55.4%</b><br>2456/4433                     | <b>46.4%</b><br>13/28                        |
|                   |                          | Yes, to some extent   | <b>34.2%</b><br>1515/4433                     | <b>28.6%</b><br>8/28                         |
|                   |                          | No  | <b>10.4%</b><br>462/4433                      | <b>25%</b><br>7/28                           |
| 7.4<br>[2]        | 4                        | Was the person you look after treated with respect by hospital staff?   |   |  |
|                   |                          | Yes, definitely   | <b>76%</b><br>3471/4569                       | <b>77.4%</b><br>24/31                        |
|                   |                          | Yes, to some extent   | <b>20.8%</b><br>952/4569                      | <b>19.4%</b><br>6/31                         |
|                   |                          | No  | <b>3.2%</b><br>146/4569                       | <b>3.2%</b><br>1/31                          |

## Communication

| Std no.<br>[Type] | Question number and text |   | National<br>audit<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 3:<br>%<br>Num/Den |
|-------------------|--------------------------|---|---|--|
| 9.7<br>[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><br>1908/4566                     | <b>22.6%</b><br>7/31                         |
|                   |                          | Yes, to some extent   | <b>40.4%</b><br>1843/4566                     | <b>48.4%</b><br>15/31                        |
|                   |                          | No  | <b>17.8%</b><br>815/4566                      | <b>29%</b><br>9/31                           |
| 9.11<br>[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><br>2138/4497                     | <b>43.3%</b><br>13/30                        |
|                   |                          | Yes, to some extent   | <b>36.4%</b><br>1637/4497                     | <b>30%</b><br>9/30                           |
|                   |                          | No  | <b>16.1%</b><br>722/4497                      | <b>26.7%</b><br>8/30                         |
| 1.14<br>[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><br>2053/4524                     | <b>29%</b><br>9/31                           |
|                   |                          | Yes, to some extent   | <b>34.5%</b><br>1563/4524                     | <b>45.2%</b><br>14/31                        |
|                   |                          | No  | <b>20.1%</b><br>908/4524                      | <b>25.8%</b><br>8/31                         |



## Overall

| Std no.<br>[Type] | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den   | Your hospital<br>Round 3:<br>%<br>Num/Den |
|-------------------|--------------------------|--|---|
|                   | 8                        | Overall, how would you rate the care received by the person you look after during the hospital stay?             |   |
|                   |                          | <b>34.5%</b><br>1602/4645  | <b>19.4%</b><br>6/31                      |
|                   |                          | <b>33.9%</b><br>1575/4645  | <b>48.4%</b><br>15/31                     |
|                   |                          | <b>17%</b><br>790/4645   | <b>6.5%</b><br>2/31                       |
|                   |                          | <b>9.6%</b><br>446/4645  | <b>16.1%</b><br>5/31                      |
|                   |                          | <b>5%</b><br>232/4645  | <b>9.7%</b><br>3/31                       |
|                   | 9                        | How likely would you be to recommend the service to friends and family if they needed similar care or treatment? |   |
|                   |                          | <b>42.5%</b><br>1933/4544  | <b>33.3%</b><br>10/30                     |
|                   |                          | <b>34.1%</b><br>1551/4544  | <b>36.7%</b><br>11/30                     |
|                   |                          | <b>14.3%</b><br>648/4544   | <b>13.3%</b><br>4/30                      |
|                   |                          | <b>4.8%</b><br>220/4544  | <b>3.3%</b><br>1/30                       |
|                   |                          | <b>4.2%</b><br>192/4544  | <b>13.3%</b><br>4/30                      |

## Support for the carer

| Std no.<br>[Type] | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den   | Your hospital<br>Round 3:<br>%<br>Num/Den |
|-------------------|--------------------------|--|---|
|                   | 10                       | Overall, how satisfied are you with the support <b>you</b> have received from this hospital to help you in your role as a carer? |   |
|                   |                          | <b>50.3%</b><br>2204/4379  | <b>51.9%</b><br>14/27                     |
|                   |                          | <b>34%</b><br>1487/4379  | <b>22.2%</b><br>6/27                      |
|                   |                          | <b>9.9%</b><br>434/4379  | <b>11.1%</b><br>3/27                      |
|                   |                          | <b>5.8%</b><br>254/4379  | <b>14.8%</b><br>4/27                      |

## Appendix F: Staff demographics

| % of patients encounter in role who have dementia/ possible dementia | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|--|----------------------------------|---------------------------------|
| Up to 25%  | <b>31.9%</b> (4559)              | <b>15.8%</b> (16)               |
| 26 - 50%   | <b>25.6%</b> (3651)              | <b>15.8%</b> (16)               |
| 51 - 75%   | <b>24.4%</b> (3489)              | <b>33.7%</b> (34)               |
| More than 75%  | <b>18.1%</b> (2588)              | <b>34.7%</b> (35)               |

| Gender            | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|-------------------|----------------------------------|---------------------------------|
| Male              | <b>15.7%</b> (2260)              | <b>18.8%</b> (19)               |
| Female            | <b>83.2%</b> (11954)             | <b>81.2%</b> (82)               |
| Other             | <b>0.2%</b> (34)                 | <b>0%</b> (0)                   |
| Prefer not to say | <b>0.8%</b> (113)                | <b>0%</b> (0)                   |

| Ethnicity            | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|----------------------|----------------------------------|---------------------------------|
| White/ White British | <b>79.9%</b> (11467)             | <b>80.2%</b> (81)               |
| Black/ Black British | <b>4.1%</b> (594)                | <b>2%</b> (2)                   |
| Asian/ Asian British | <b>8%</b> (1150)                 | <b>6.9%</b> (7)                 |
| Mixed                | <b>1.3%</b> (183)                | <b>3%</b> (3)                   |
| Chinese              | <b>0.5%</b> (73)                 | <b>3%</b> (3)                   |
| Other                | <b>4.5%</b> (646)                | <b>4%</b> (4)                   |
| Prefer not to say    | <b>1.7%</b> (241)                | <b>1%</b> (1)                   |

| Job role  | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|---|----------------------------------|---------------------------------|
| Registered nurse (Band 5 or 6)                              | <b>29.9%</b> (4300)              | <b>22.8%</b> (23)               |
| Registered nurse (Band 7 or above)                          | <b>12.7%</b> (1831)              | <b>4%</b> (4)                   |
| Healthcare assistant  | <b>23.1%</b> (3324)              | <b>24.8%</b> (25)               |
| Doctor  | <b>11.5%</b> (1645)              | <b>28.7%</b> (29)               |
| Allied healthcare professional                              | <b>11.9%</b> (1713)              | <b>8.9%</b> (9)                 |
| Therapy assistant/ allied healthcare professional assistant | <b>2.6%</b> (367)                | <b>2%</b> (2)                   |
| Student   | <b>2.3%</b> (332)                | <b>4%</b> (4)                   |
| Ward based administrators                                   | <b>4%</b> (571)                  | <b>3%</b> (3)                   |
| Other/ unknown  | <b>1.9%</b> (279)                | <b>2%</b> (2)                   |

| Hours worked per week | National audit Round 3:<br>% (N) | Your hospital Round 3:<br>% (N) |
|-----------------------|----------------------------------|---------------------------------|
| Up to 29 hours        | <b>13%</b> (1866)                | <b>12%</b> (12)                 |
| 30 hours or more      | <b>87%</b> (12458)               | <b>88%</b> (88)                 |

| <b>Time worked in the hospital</b> | <b>National audit Round 3:<br/>% (N)</b> | <b>Your hospital Round 3:<br/>% (N)</b> |
|------------------------------------|--|---|
| Less than 6 months                 | <b>8%</b> (1148)                         | <b>17%</b> (17)                         |
| 6 - 11 months                      | <b>9.5%</b> (1364)                       | <b>12%</b> (12)                         |
| 1 - 2 years                        | <b>15.6%</b> (2242)                      | <b>20%</b> (20)                         |
| 3 - 5 years                        | <b>16.4%</b> (2350)                      | <b>16%</b> (16)                         |
| 6 - 10 years                       | <b>15.9%</b> (2283)                      | <b>19%</b> (19)                         |
| 11 - 15 years                      | <b>12.1%</b> (1739)                      | <b>5%</b> (5)                           |
| More than 15 years                 | <b>22.4%</b> (3205)                      | <b>11%</b> (11)                         |

## Appendix G: Staff questionnaire data

### Specialist services for dementia

| Std no.<br>[Type] | Question number and text | National audit Round 3: %<br>Num/Den   | National audit Round 3: %<br>(Yes, always and Yes, most of the time responses combined) | Your hospital Round 3: %<br>Num/Den | Your hospital Round 3: %<br>(Yes, always and Yes, most of the time responses combined) |                       |                       |
|-------------------|--------------------------|--|---|-------------------------------------|--|-----------------------|-----------------------|
| 4.11<br>[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><br>4026/14024  | <b>61.6%</b><br>8640/14024          | <b>29.3%</b><br>29/99  | <b>67.7%</b><br>67/99 |                       |
|                   |                          | Yes, most of the time  | <b>32.9%</b><br>4614/14024  |                                     | <b>38.4%</b><br>38/99  |                       |                       |
|                   |                          | Yes, sometimes   | <b>26.8%</b><br>3760/14024  | -                                   | <b>28.3%</b><br>28/99  | -                     |                       |
|                   |                          | No   | <b>11.6%</b><br>1624/14024  | -                                   | <b>4%</b><br>4/99  | -                     |                       |
|                   |                          | 1b   | Out of office hours   |                                     |  |                       |                       |
|                   |                          |  | Yes, always   | <b>7.8%</b><br>874/11207            | <b>23.5%</b><br>2637/11207   | <b>6%</b><br>5/84     | <b>15.5%</b><br>13/84 |
|                   |                          |  | Yes, most of the time   | <b>15.7%</b><br>1763/11207          |  | <b>9.5%</b><br>8/84   |                       |
|                   | Yes, sometimes           |  | <b>27.9%</b><br>3129/11207  | -                                   | <b>34.5%</b><br>29/84  | -                     |                       |
|                   | No                       | <b>48.6%</b><br>5441/11207   | -   | <b>50%</b><br>42/84                 | -  |                       |                       |

## Dementia care training

| Std no.<br>[Type] | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den  | Your<br>hospital<br>Round 3:<br>%<br>Num/Den |
|-------------------|--------------------------|---|--|
| 7.4<br>[2]        | 2                        | What form did your dementia training at this hospital take? <i>Please tick all that apply:</i>                          |  |
|                   |                          | <b>42.8%</b><br>5653/13205  | <b>57.6%</b><br>49/85                        |
|                   |                          | <b>53.2%</b><br>7030/13205  | <b>49.4%</b><br>42/85                        |
|                   |                          | <b>5.4%</b><br>713/13205  | <b>2.4%</b><br>2/85                          |
|                   |                          | <b>7.7%</b><br>1018/13205   | <b>7.1%</b><br>6/85                          |
|                   |                          | <b>7.3%</b><br>961/13205  | <b>9.4%</b><br>8/85                          |
|                   |                          | <b>17.3%</b><br>2278/13205  | <b>12.9%</b><br>11/85                        |
|                   | 2a                       | Following your training at this hospital, do you feel better prepared to provide care/ support to people with dementia? |  |
|                   |                          | <b>42.2%</b><br>4502/10670  | <b>30.1%</b><br>22/73                        |
|                   |                          | <b>50.5%</b><br>5390/10670  | <b>64.4%</b><br>47/73                        |
|                   | <b>7.3%</b><br>778/10670 | <b>5.5%</b><br>4/73   |  |

## Information and communication

| Std no.<br>[Type] | Question number and text | National audit Round 3:<br>%<br>Num/Den   | National audit Round 3:<br>%<br>(Yes, always and Yes, most of the time responses combined) | Your hospital Round 3:<br>%<br>Num/Den | Your hospital Round 3:<br>%<br>(Yes, always and Yes, most of the time responses combined) |                        |
|-------------------|--------------------------|---|--|--|---|------------------------|
| 9.3<br>[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><br>3072/14345   | <b>59.9%</b><br>8597/14345             | <b>16.7%</b><br>17/102  | <b>64.7%</b><br>66/102 |
|                   |                          | Yes, most of the time   | <b>38.5%</b><br>5525/14345   |  | <b>48%</b><br>49/102  |                        |
|                   |                          | Yes, sometimes  | <b>33%</b><br>4734/14345   | -                                      | <b>32.4%</b><br>33/102  | -                      |
|                   |                          | No  | <b>7.1%</b><br>1014/14345  | -                                      | <b>2.9%</b><br>3/102  | -                      |
|                   | 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><br>3549/13329   | <b>67.5%</b><br>9003/13329             | <b>22.2%</b><br>22/99   | <b>69.7%</b><br>69/99  |
|                   |                          | Yes, most of the time   | <b>40.9%</b><br>5454/13329   |  | <b>47.5%</b><br>47/99   |                        |
|                   |                          | Yes, sometimes  | <b>30.6%</b><br>4074/13329   | -                                      | <b>30.3%</b><br>30/99   | -                      |
|                   |                          | No  | <b>1.9%</b><br>252/13329   | -                                      | <b>0%</b><br>0/99   | -                      |
| 7.4<br>[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><br>4145/14333   | <b>62.1%</b><br>8904/14333             | <b>32.4%</b><br>33/102  | <b>60.8%</b><br>62/102 |
|                   |                          | Yes, most of the time   | <b>33.2%</b><br>4759/14333   |  | <b>28.4%</b><br>29/102  |                        |
|                   |                          | Yes, sometimes  | <b>27.3%</b><br>3913/14333   | -                                      | <b>30.4%</b><br>31/102  | -                      |
|                   | No                       | <b>10.6%</b><br>1516/14333  | -  | <b>8.8%</b><br>9/102                   | -   |                        |

| Std no.<br>[Type] | Question number and text | National audit Round 3:<br>%<br>Num/Den  | Your hospital Round 3:<br>%<br>Num/Den |                       |
|-------------------|--------------------------|--|--|-----------------------|
| 7.12<br>[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><br>6203/12457             | <b>65.2%</b><br>58/89 |
|                   |                          | Occasionally   | <b>37.2%</b><br>4636/12457             | <b>23.6%</b><br>21/89 |
|                   |                          | Almost Never   | <b>9.7%</b><br>1210/12457              | <b>10.1%</b><br>9/89  |
|                   |                          | Never  | <b>3.3%</b><br>408/12457               | <b>1.1%</b><br>1/89   |

## Patient care and nutrition

| Std no.<br>[Type] | Question number and text | National audit Round 3:<br>%<br>Num/Den   | National audit Round 3:<br>%<br>(Yes, always and Yes, most of the time responses combined) | Your hospital Round 3:<br>%<br>Num/Den | Your hospital Round 3:<br>%<br>(Yes, always and Yes, most of the time responses combined) |                       |
|-------------------|--------------------------|---|--|--|---|-----------------------|
| 3.8<br>[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><br>6131/11978   | <b>78.5%</b><br>9402/11978             | <b>36.5%</b><br>31/85   | <b>56.5%</b><br>48/85 |
|                   |                          | Yes, most of the time   | <b>27.3%</b><br>3271/11978   |  | <b>20%</b><br>17/85   |                       |
|                   |                          | Yes, sometimes  | <b>16.1%</b><br>1927/11978   | -                                      | <b>30.6%</b><br>26/85   | -                     |
|                   |                          | No  | <b>5.4%</b><br>649/11978   | -                                      | <b>12.9%</b><br>11/85   | -                     |
| 7.18<br>[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><br>3181/12263   | <b>76.1%</b><br>9330/12263             | <b>20.9%</b><br>18/86   | <b>69.8%</b><br>60/86 |
|                   |                          | Yes, most of the time   | <b>50.1%</b><br>6149/12263   |  | <b>48.8%</b><br>42/86   |                       |
|                   |                          | Yes, sometimes  | <b>19.2%</b><br>2357/12263   | -                                      | <b>26.7%</b><br>23/86   | -                     |
|                   |                          | No  | <b>4.7%</b><br>576/12263   | -                                      | <b>3.5%</b><br>3/86   | -                     |

| Std no.<br>[Type] | Question number and text | National audit<br>Round 3:<br>%<br>Num/Den  | National audit<br>Round 3:<br>%<br>(Yes, always and<br>Yes, most of the<br>time responses<br>combined) | Your<br>hospital<br>Round 3:<br>%<br>Num/Den | Your<br>hospital<br>Round 3:<br>%<br>(Yes, always and<br>Yes, most of the<br>time responses<br>combined) |                       |
|-------------------|--------------------------|---|--|--|--|-----------------------|
| 4.9<br>[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><br>2785/9148  | <b>78%</b><br>7137/9148                      | <b>20%</b><br>10/50  | <b>88%</b><br>44/50   |
|                   |                          | Yes, most of the time   | <b>47.6%</b><br>4352/9148  |  | <b>68%</b><br>34/50  |                       |
|                   |                          | Yes, sometimes  | <b>18.7%</b><br>1708/9148  | -  | <b>10%</b><br>5/50   | -                     |
|                   |                          | No  | <b>3.3%</b><br>303/9148  | -  | <b>2%</b><br>1/50  | -                     |
|                   | 10                       | Is additional staffing support provided if dependency needs on the ward(s) you work on increase?  |  |  |  |                       |
|                   |                          | Yes, always   | <b>10.7%</b><br>977/9143   | <b>38.2%</b><br>3493/9143                    | <b>4%</b><br>2/50  | <b>38%</b><br>19/50   |
|                   |                          | Yes, most of the time   | <b>27.5%</b><br>2516/9143  |  | <b>34%</b><br>17/50  |                       |
|                   |                          | Yes, sometimes  | <b>42.5%</b><br>3887/9143  | -  | <b>52%</b><br>26/50  | -                     |
|                   |                          | No  | <b>19.3%</b><br>1763/9143  | -  | <b>10%</b><br>5/50   | -                     |
| N3c<br>[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><br>1474/9047  | <b>48.8%</b><br>4416/9047                    | <b>14.3%</b><br>7/49   | <b>36.7%</b><br>18/49 |
|                   |                          | Yes, most of the time   | <b>32.5%</b><br>2942/9047  |  | <b>22.4%</b><br>11/49  |                       |
|                   |                          | Yes, sometimes  | <b>27.7%</b><br>2506/9047  | -  | <b>34.7%</b><br>17/49  | -                     |
|                   |                          | No  | <b>23.5%</b><br>2125/9047  | -  | <b>28.6%</b><br>14/49  | -                     |



| Std no.<br>[Type] | Question number and text | National audit Round 3:<br>%<br>Num/Den  | National audit Round 3:<br>%<br>(Yes, always and Yes, most of the time responses combined) | Your hospital Round 3:<br>%<br>Num/Den | Your hospital Round 3:<br>%<br>(Yes, always and Yes, most of the time responses combined) |                       |
|-------------------|--------------------------|--|--|--|---|-----------------------|
| 3.7<br>[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><br>2488/8788  | <b>67.6%</b><br>5944/8788              | <b>31.9%</b><br>15/47   | <b>68.1%</b><br>32/47 |
|                   |                          | Yes, most of the time  | <b>39.3%</b><br>3456/8788  |  | <b>36.2%</b><br>17/47   |                       |
|                   |                          | Yes, sometimes   | <b>16.8%</b><br>1476/8788  | -                                      | <b>21.3%</b><br>10/47   | -                     |
|                   |                          | No   | <b>15.6%</b><br>1368/8788  | -                                      | <b>10.6%</b><br>5/47  | -                     |
| N3b<br>[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><br>3356/8822  | <b>65.2%</b><br>5754/8822              | <b>55.1%</b><br>27/49   | <b>87.8%</b><br>43/49 |
|                   |                          | Yes, most of the time  | <b>27.2%</b><br>2398/8822  |  | <b>32.7%</b><br>16/49   |                       |
|                   |                          | Yes, sometimes   | <b>22.5%</b><br>1983/8822  | -                                      | <b>12.2%</b><br>6/49  | -                     |
|                   |                          | No   | <b>12.3%</b><br>1085/8822  | -                                      | <b>0%</b><br>0/49   | -                     |
| 3.11<br>[2]       | 14                       | Can you access snacks for people with dementia in between meals?   |  |  |   |                       |
|                   |                          | Yes, always  | <b>44.5%</b><br>4060/9119  | <b>73.2%</b><br>6675/9119              | <b>52.9%</b><br>27/51   | <b>90.2%</b><br>46/51 |
|                   |                          | Yes, most of the time  | <b>28.7%</b><br>2615/9119  |  | <b>37.3%</b><br>19/51   |                       |
|                   |                          | Yes, sometimes   | <b>20.7%</b><br>1886/9119  | -                                      | <b>7.8%</b><br>4/51   | -                     |
|                   |                          | No   | <b>6.1%</b><br>558/9119  | -                                      | <b>2%</b><br>1/51   | -                     |
| N3a<br>[2]        | 15                       | Are the nutrition and hydration needs of people with dementia communicated at handovers/ safety briefings?                                       |  |  |   |                       |
|                   |                          | Yes, always  | <b>46.2%</b><br>4199/9090  | <b>79.6%</b><br>7238/9090              | <b>60.8%</b><br>31/51   | <b>90.2%</b><br>46/51 |
|                   |                          | Yes, most of the time  | <b>33.4%</b><br>3039/9090  |  | <b>29.4%</b><br>15/51   |                       |
|                   |                          | Yes, sometimes   | <b>15.5%</b><br>1408/9090  | -                                      | <b>5.9%</b><br>3/51   | -                     |
|                   |                          | No   | <b>4.9%</b><br>444/9090  | -                                      | <b>3.9%</b><br>2/51   | -                     |

## 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 Norfolk & Norwich University Hospital are provided.

| <b>Registered Nurses (Band 5 or 6)</b>  |
|---|
| Employ more paid staff/ volunteers to assist patients with dementia to eat/ drink at mealtimes.   |
| Extra staffing, family support, ensure patient discharge as soon as possible.   |
| Maybe some sort of board with the date, where they are etc. to help reduce anxiety.   |
| More comprehensive formal training in prevention and management of aggression and communication techniques for nursing assistants, particularly bank nursing assistants who do the bulk of the 1:1 care.  |
| More intense dementia training for all staff (not just nursing).  |
| More on ward activities, board games, books, day room, currently fundraising to refurbish as not dementia friendly. Free TV to enable people to watch soaps which they often [illegible] do.  |
| More staff so that we have more time with patients. At times, I feel that I am not able to give patients with dementia all of the time that they may require.   |
| More staff to provide more efficient care for patients.   |
| More staff.   |
| More support from the dementia support teams and specialist nurses.   |
| More time to spend with patients to stimulate them - could be resolved by more staff.   |
| Need to know the role of dedicated dementia staff. Need better staffing levels in order to carry out task/ support.   |
| On dementia wards, most of the patients need 1:1 care, sometimes we don't have enough staff to care/ support patients with dementia. Would be much better if nurses, HCAs and volunteers [illegible] spend time with patients with dementia, as their behaviour changes so much when someone sits with them all the time, giving them particular assurance.   |
| Provide more specialist care e.g. one to one when needed, more staff, training for staff who provide care to dementia patients coming into wards, up-to-date training. We use finger foods, picture menus. Need to train [catering] staff who take orders to given more time when taking orders from dementia patients. Also, they need to have different options as these patients sometimes change their minds. |
| Volunteers or extra specials to ensure patients have constant support for drink and nutrition needs.  |
| We need to be well staffed to be able to give good care and support to the patients. Sometimes these patients just want to talk to someone but we are too busy to spare them the time.  |
| We need to focus more on the needs of those individuals with dementia; hydration and diet are large area's requiring improvement. Needs should be highlighted on admission; most individuals require assistance with eating which isn't highlighted sometimes.  |

## Registered Nurses (Band 7 or above)

Allowing free visiting.

I think just staff being aware of the patient's needs - and listen to the family. Use the "All about me" booklet. Review and assess patient regularly. Make sure carers get the Norfolk and Norwich University Hospital A5 leaflet which explains to them what is available to help support a hospital stay.

More dementia intensive support team staff in the team - both during office hours and overnight/ at weekends.

Spaces which are less "institutional", more quiet and homely spaces.

## Healthcare Assistants

Development of dining area for patients. Activity coordinators; activity-based programs.

If the hospital can make fully staffed on every shift (especially when dementia patient needs one-to-one time) it would help to improve care//support of people with dementia a lot.

It's so boring, I think they find it so frustrating. Maybe make it look more homely, which I know is difficult.

Make all staff do the dementia friends [training] before they start.

More dementia rooms like on [ward name] and more staff to help spend quality time with dementia patients.

More fundraising for patients to have a dementia support worker to visit daily or have additional staff to be able to have longer interactive time i.e. ask about their like, their interest, family like.

More in depth training for staff that work out of hours, access to the kitchen overnight, more sensory aids for people with dementia.

More money/ better budget to hire extra HCAs/ dementia support staff - not only for the specialised dementia wards - to support the needs of dementia patients.

More staff so patients can have that one to one support if needed, to talk to them, play games etc.

More staff to provide 1:1. Also, some dementia patients need more time to do healthcare activities than others, dependent on mood and requirements. A sensory room. Dining room - to support/ promote eating and drinking. Caterers ask what they want for lunch when they're eating breakfast - counterproductive/ not helpful. Options need to be vocalised/ offered more. The variety of finger foods need to be offered - too many assumptions ending in chicken nuggets and chips! This generation doesn't tend to eat that! If patient ordered food but changes mind there is no flexibility. Ordering/ receiving food timely - by the time it gets to ward they may not want it.

More staff!

More staff!!

More staff.

More trained staff would help or more one to one.

Provide training to healthcare workers so they are better equipped to meet the needs of people who have dementia.

Sensory activities to keep them occupied during their stay.

To encourage relatives to get more involved in the care of people with dementia e.g. mealtimes - family could help with feeding, to do different activities, play cards, colouring.

To have more staff on so we can do more activities with patients.

To have more staff so you can spend more time with the patients.

## Doctors

1) Not moving patients with dementia around the hospital ad infinitum when not necessary. 2) More dementia support workers (especially around mealtimes) would be a godsend. They're superbly helpful. 3) Dementia friends training mandatory? Probably more warranted than a lot of the mandatory stuff we do.

Compulsory dementia training.

Do not move patients with dementia either overnight or more than once (e.g. out of the acute medical unit). Mandatory completion of "This Is Me" (via mandatory referral of dementia support workers). Nutrition support workers/ more dementia support workers to sit with patients at mealtimes. Relaxed visiting hours for carers of patients with dementia (to spend time with the patient NOT to speak to doctors etc. during ward rounds). More dementia support workers.

Have a dementia ward, or a ward specifically designed to accommodate the needs of dementia patients which includes medium security, availability of activity room/ family room mainly for patients who are medically fit for discharge awaiting funding for discharge.

Make more dementia specific staff available

More access to specialist beds and services (shorter periods on admission units and generalised wards which are poor environments for such patients).

More activities to stimulate patients minds on all older people's medicine wards e.g. arts and crafts etc.

More class room based dementia training. Dementia friends or champions on every ward. More focus on dementia and frailty in the under 80s (support for older people's medicine patients is very good, but I am concerned that it is less good for younger patients who are under different clinical teams and on different wards). More HCA support for mealtimes and drinks.

More dementia friendly staff and dementia friendly environments.

More direct dementia teaching.

More training for junior doctors (F1/2) on dementia when new to ward - no formal training provided.

Quicker discharges.

Use of dementia support workers on non-dementia wards.

## Allied Healthcare Professionals

More available staff to help with feeding/ general chatting.

More staff on all the older people's medicine wards to be able to spend time with patients with dementia. To have facilities e.g. nice day rooms and music for patients with dementia to help them remain calm and occupied.

More time.

## Students

Activities? Although I do appreciate demands on an acute ward for busy nursing staff could be a huge challenge to incorporate regular activities. Also, often patients are wandering around looking a bit bored or fed up.

Ensure patients with dementia have "this is me" booklets filled in.

More staff. Not single rooms for dementia patients.

## **Therapy Assistants & Allied Healthcare Professional Assistants**

Expanding old and new staff with knowledge of dementia and how to handle patients in difficult situations.  
I would suggest regular training sessions.

Less time in an acute setting would be beneficial.

## **Ward-based Administrators**

More specialist support workers on the ward in addition to nursing staff/ HCAs.

Our staff don't always have the time to encourage patients to carry out activities.

## **Other / Unknown**

To have more dementia support workers.

Volunteers or occupational therapists to spend 'memory time' with patients e.g. games, films, fashion readings, music, most activities.



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