

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

Local report appendices for:

**Derriford Hospital**

**Plymouth Hospitals NHS Trust**

**July 2017**

Commissioned by:



**HQIP**

Healthcare Quality  
Improvement Partnership

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

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

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## Introduction to the appendices

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

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
Standard reference and type. Standards document can be found on the <a href="#">audit website</a> .	Question number. Orange items in the casenote audit appendix show low inter-rater reliability.	Question wording as in tool.	The national audit refers to all hospitals from England and Wales that participated in the Round 3 audit.	Data for your hospital from Round 3.	If the same question or a similar question was asked in Round 2, we have provided your Round 2 response for comparison. The carer and staff questionnaires are new tools and therefore this column has been excluded in these appendices.
			We have provided the percentage 'yes' response (unless otherwise indicated) and the numerator/denominator. The denominator will change throughout the appendices, depending on whether questions were routed (not asked in some instances), 'N/A' responses were chosen (these have been excluded from the analyses), or where staff and carers did not respond.		

For the organisational checklist, data from 199 hospitals are included in the national audit column (all the registered participants).

195 hospitals participated in the casenote audit, returning 10047 casenotes and this is shown in the national audit column. The national audit column for the casenote audit also shows the median and the inter quartile range for each question (where applicable). Question items which were found to have lower agreement in the inter-rater reliability analysis (see audit [website](#)) have been coloured orange.

196 hospitals returned carer questionnaires. Data from all questionnaires (4664) is presented in the carer questionnaire data tables in Appendix E.

198 hospitals returned staff questionnaires. Data from all questionnaires (14416) is presented in Appendix G. For some questionnaire items, the data for the two most positive answers have been combined, as well as being presented separately. This is provided both at a national level and for your hospital.

# Appendix A: Organisational checklist data

## Governance and delivery of care

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
4.1 [2]	1	A care pathway or bundle for patients with dementia is in place:			
		Yes	<b>60.8%</b> 121/199	<b>In development</b>	Yes
		In development	<b>26.1%</b> 52/199		
4.2 [2]	1a	<i>(If Q1=Yes or In development)</i> A senior clinician is responsible for implementation and/ or review of the care pathway: (y/n)	<b>97.1%</b> 168/173	<b>Yes</b>	Yes
4.1 [2]	1b	<i>(If Q1=Yes or In development)</i> The dementia care pathway/ bundle is integrated within or linked to the following care pathways:			
		Delirium			
		Yes	<b>65.9%</b> 114/173	<b>In development</b>	New question for Round 3
		Pathway in development	<b>26.6%</b> 46/173		
		Stroke			
		Yes	<b>32.9%</b> 57/173	<b>No</b>	New question for Round 3
		Pathway in development	<b>21.4%</b> 37/173		
		Fractured neck of femur			
		Yes	<b>43.6%</b> 75/172	<b>In development</b>	New question for Round 3
Pathway in development	<b>24.4%</b> 42/172				
4.7 [2]	2	The Executive Board regularly reviews information collected on:			
	2a	Re-admissions, in which patients with dementia can be identified in the total number of patients re-admitted (y/n)	<b>31.7%</b> 63/199	<b>No</b>	Yes
	2b	Delayed discharge/ transfers, in which patients with dementia can be identified in the total number of patients with delayed discharge/ transfers (y/n)	<b>31.7%</b> 63/199	<b>No</b>	Yes
4.4 [2]	3	The Executive Board regularly reviews the number of in-hospital falls and the breakdown of the immediate causes, in which patients with dementia can be identified (y/n)	<b>60.3%</b> 120/199	<b>Yes</b>	No

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
4.5 [2]	4	The Executive Board regularly receives feedback from the following:			
	4a	Clinical Leads for older people and people with dementia including Modern Matrons/ Nurse Consultant (y/n)	<b>84.9%</b> 169/199	<b>Yes</b> Yes	
	4b	Complaints – analysed by age (y/n)	<b>52.3%</b> 104/199	<b>No</b> No	
	4c	Patient Advice and Liaison Services (PALS) – in relation to the services for older people and people with dementia (y/n/na (hospitals in Wales))	<b>58.6%</b> 106/181	<b>Yes</b> No	
	4d	Patient/ public forums or local Healthwatch – in relation to services for older people and people with dementia (y/n)	<b>67.3%</b> 134/199	<b>Yes</b> No	
4.11 [2]	5	There are champions for dementia at:			
	5a	Directorate level (y/n)	<b>81.9%</b> 163/199	<b>Yes</b> Yes	
	5b	Ward level (y/n)	<b>93.5%</b> 186/199	<b>Yes</b> Yes	
N4a [3]	6	Dementia specialist nurses are employed in line with Royal College of Nursing guidance (there is at least one full time dementia specialist nurse for every 300 admissions of people with dementia per year): (y/n)	This question is not reported on as feedback showed hospitals found it difficult to interpret.		
N4b [3]	7	Has a strategy or plan for carer engagement been produced (e.g. using Triangle of Care self-assessment tool)? (y/n)	<b>76.9%</b> 153/199	<b>Yes</b> New question for Round 3	
	8	<i>(If Q7=Yes)</i> Is implementation of the strategy or plan scheduled for review?			
		Yes, more than once a year	<b>41.2%</b> 63/153	<b>Yes, more than once a year</b>	New question for Round 3
		Yes, once a year	<b>34.6%</b> 53/153		
Yes, less than once a year	<b>20.3%</b> 31/153				

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
N4c [3]	9	A Dementia Working Group is in place and reviews the quality of services provided in the hospital: (y/n)	<b>93.5%</b> 186/199	<b>Yes</b>	New question for Round 3	
	9a	<i>(If Q9=Yes)</i> The group meets:				
		Annually	<b>0.5%</b> 1/186	<b>Monthly</b>	New question for Round 3	
		Bi-annually	<b>0.5%</b> 1/186			
		Quarterly	<b>30.1%</b> 56/186			
		Six-weekly	<b>4.3%</b> 8/186			
		Monthly	<b>33.3%</b> 62/186			
		Bi-monthly	<b>29%</b> 54/186			
		Weekly	<b>0.5%</b> 1/186			
		Unknown	<b>1.6%</b> 3/186			
	9b	<i>(If Q9=Yes)</i> The group includes:				
		Healthcare professionals	<b>100%</b> 186/186	√	New question for Round 3	
		Organisations e.g. Alzheimer's Society	<b>64%</b> 119/186	√		
Carer/ service user representation	<b>66.1%</b> 123/186	√				
N7a [3]	10	Ward staffing levels (nurses, midwives and care staff) are made available for the public to view on a monthly basis: (y/n)	<b>88.4%</b> 176/199	<b>Yes</b>	New question for Round 3	
	11	An evidence-based tool is used for establishing ward staffing levels: (y/n)	<b>99%</b> 197/199	<b>Yes</b>	New question for Round 3	
3.7 [1]	12	Protected mealtimes are established in all wards that admit adults with known or suspected dementia: (y/n)	<b>98%</b> 195/199	<b>Yes</b>	Yes	
	12a	<i>(If Q12=Yes)</i> Wards' adherence to protected mealtimes is reviewed and monitored: (y/n)	<b>88.7%</b> 173/195	<b>Yes</b>	Yes	
3.8 [1]	13	The hospital has in place a scheme/ programme which allows identified carers of people with dementia to visit at any time including at mealtimes (e.g. Carer's Passport): (y/n)	<b>88.9%</b> 177/199	<b>Yes</b>	New question for Round 3	

## Discharge and transfer monitoring

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
N5a [3]	14	Instances where less than 24 hours notice of discharge has been given to carers or family are compiled and reported to the Executive Board:			
		Yes, within the past 6 months	<b>4%</b> 8/199	<b>No</b>	New question for Round 3
		Yes, within the last year	<b>1.5%</b> 3/199		
N3c [3]	15	Instances of night time bed moves (i.e. between the evening meal and breakfast the next morning) are noted and reported at Executive Board level: (y/n)	<b>38.2%</b> 76/199	<b>Yes</b>	New question for Round 3

## Use of personal information documents

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



Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	19	(If Q16=Yes) The form prompts staff to approach carers or relatives to collate necessary information: (y/n)	<b>93.4%</b> 183/196	<b>Yes</b>	Yes
20	Documenting use of personal information in practice: Hospitals selected three wards ( <b>not</b> mental health wards) which had the highest admissions of people with dementia. 10 patients in these wards were checked to see if the personal information document was present. Included were patients with dementia who needed a personal information document such as "This is Me" (any patients with dementia who did not require a personal information document were excluded).				
	Ward 1:		<b>Shipleby</b>		New question for Round 3
	Ward 2:		<b>Hembury</b>		
	Ward 3:		<b>Monkswell</b>		
	Number of patients checked:		-	<b>30</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>22</b>	New question for Round 3
	Percentage of patients where the information was present:		-	<b>73%</b>	New question for Round 3
	Range		<b>0-100%</b>	-	-
	Mean		<b>49%</b>	-	-
Median		<b>50%</b>	-	-	

## Recognition of dementia

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
9.3 [1]	21	There is a system in place across the hospital that ensures that all staff in the ward or care area are aware of the person's dementia or condition and how it affects them: (y/n)	<b>90.5%</b> 180/199	<b>Yes</b>	Yes

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
9.3 [1]	21a	<i>(If Q21=Yes)</i> Please say what this is:			
		A visual indicator, symbol or marker	<b>91.1%</b> 164/180	√	A visual indicator, symbol or marker
		Alert sheet or electronic flag	<b>23.9%</b> 43/180	-	
		A box to highlight or alert dementia condition in the notes or care plan	<b>33.9%</b> 61/180	√	
		Other	<b>18.9%</b> 34/180	-	
	There is a system in place across the hospital that ensures that staff from other areas are aware of the person's dementia or condition whenever the person accesses other treatment areas: (y/n)	<b>70.4%</b> 140/199	<b>Yes</b>	Yes	
	22a	<i>(If Q22=Yes)</i> Please say what this is:			
		A visual indicator, symbol or marker	<b>87.1%</b> 122/140	√	A visual indicator, symbol or marker
		Alert sheet or electronic flag	<b>18.6%</b> 26/140	-	
		A box to highlight or alert dementia condition in the notes or care plan	<b>20.7%</b> 29/140	-	
Other		<b>17.9%</b> 25/140	-		
23	The dementia lead or dementia working group collates feedback from carers on the written and verbal information provided to them: (y/n)	<b>81.9%</b> 163/199	<b>Yes</b>	New question for Round 3	

## Training, learning and development

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

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

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

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

## Specific resources supporting people with dementia

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

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
N3b [2]	35	The hospital can provide finger foods for people with dementia (please select one option only):			New question for Round 3
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery (finger food) on every day	<b>65.3%</b> 130/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on four to six days per week or more	<b>1%</b> 2/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on two or three days per week or more	<b>0%</b> 0/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on only one day per week	<b>0%</b> 0/199	-	
		Finger food consists of sandwiches/wraps only	<b>33.7%</b> 67/199	√	
		Patients who may be unable to use cutlery will never be admitted to the hospital	<b>0%</b> 0/199	-	
3.11 [2]	36	The hospital can provide 24 hour food services for people with dementia (please select one option only):			New question for Round 3
		In addition to the main meals, other food, for example toast, sandwiches, cereals, soup, and lighter hot dish(es) are available 24 hours a day	<b>50.8%</b> 101/199	√	
		In addition to the main meals, other food, for example toast, sandwiches, cereals, soup are available, but less than 24 hours a day	<b>10.6%</b> 21/199	-	
		Simple food supplies for example bread, cereal, yoghurt and biscuits are available 24 hours a day	<b>32.2%</b> 64/199	-	
		Only snacks (biscuits, cake) are available 24 hours a day	<b>3%</b> 6/199	-	
Food is not available 24 hours a day	<b>3.5%</b> 7/199	-			
6.10 [2]	37	There is access to advocacy services with experience and training in working with people with dementia: (y/n)	<b>95%</b> 189/199	<b>Yes</b>	Yes

## Environment

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
6.11 [3]	Opportunities for social interaction for patients with dementia are available (e.g. to eat/ socialise away from their bed area with other patients):				
	38	On all adult wards	<b>15.1%</b> 30/199	-	New question for Round 3
		On care of the elderly wards	<b>38.7%</b> 77/199	√	
		Other	<b>30.2%</b> 60/199	-	
		No	<b>16.1%</b> 32/199	-	
N8a [3]	The physical environment within the hospital has been reviewed using an appropriate tool (e.g. King's Fund Enhancing the Healing Environment) to establish whether it is "dementia-friendly":				
	39	Throughout the hospital	<b>42.7%</b> 85/199	-	New question for Round 3
		All adult wards/ areas	<b>13.6%</b> 27/199	-	
		All care of the elderly wards/ areas	<b>18.1%</b> 36/199	√	
		Designated dementia wards only	<b>3%</b> 6/199	-	
		Other	<b>13.1%</b> 26/199	-	
		No	<b>9.5%</b> 19/199	-	
	40	<i>(If Q39=Yes)</i> Environmental changes based on the review are:			
		Completed	<b>15%</b> 27/180	√	New question for Round 3
		Underway	<b>56.7%</b> 102/180	-	
		Planned but not yet underway	<b>10%</b> 18/180	-	
		Planned but funding has not been identified	<b>15.6%</b> 28/180	-	
		Plans are not in place	<b>2.8%</b> 5/180	-	

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
N8a [3]	<i>(If Q39=Yes)</i> Service users/ carers/ lay volunteers have been part of the team reviewing the environment:				
	41	Throughout the hospital	<b>36.7%</b> 66/180	-	New question for Round 3
		All adult wards/ areas	<b>9.4%</b> 17/180	-	
		All care of the elderly wards/ areas	<b>13.3%</b> 24/180	√	
		Designated dementia wards only	<b>5%</b> 9/180	-	
		Other	<b>13.3%</b> 24/180	-	
		They have not been part of the team	<b>22.2%</b> 40/180	-	
	<i>(If Q39=Yes)</i> There are plans to further review the changes implemented:				
	42	Yes, we are already undertaking/ have already done this	<b>49.4%</b> 89/180	√	New question for Round 3
		Yes, once the work is completed	<b>40%</b> 72/180	-	
		No plans are in place	<b>10.6%</b> 19/180	-	



## Appendix B: Patient demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
34 - 65	<b>2.2%</b> (221)	<b>5.7%</b> (3)
66 - 80	<b>24.3%</b> (2445)	<b>26.4%</b> (14)
81 - 100	<b>73%</b> (7332)	<b>66%</b> (35)
101 - 108	<b>0.4%</b> (39)	<b>1.9%</b> (1)
Unknown	<b>0.1%</b> (10)	<b>0%</b> (0)

Age	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	<b>34 - 108</b>	<b>47 - 101</b>
Mean	<b>84</b>	<b>82.2</b>
Median	<b>85</b>	<b>85</b>

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>40.1%</b> (4029)	<b>41.5%</b> (22)
Female	<b>59.9%</b> (6018)	<b>58.5%</b> (31)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>82.1%</b> (8250)	<b>92.5%</b> (49)
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>7.5%</b> (4)

First language	National audit Round 3: % (N)	Your hospital Round 3: % (N)
English	<b>77.4%</b> (7778)	<b>100%</b> (53)
Welsh	<b>0.6%</b> (61)	<b>0%</b> (0)
Other European language	<b>1%</b> (96)	<b>0%</b> (0)
Asian language	<b>1.4%</b> (144)	<b>0%</b> (0)
Not documented	<b>19%</b> (1909)	<b>0%</b> (0)
Other	<b>0.6%</b> (59)	<b>0%</b> (0)

Primary diagnosis/ cause of admission*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Respiratory	<b>19.9%</b> (1998)	<b>18.9%</b> (10)
Fall	<b>13.3%</b> (1332)	<b>15.1%</b> (8)
Urinary/ renal	<b>9%</b> (901)	<b>1.9%</b> (1)
Hip dislocation/ hip fracture	<b>7.5%</b> (754)	<b>3.8%</b> (2)
Sepsis	<b>6.3%</b> (633)	<b>11.3%</b> (6)
Delirium/ confusion	<b>6%</b> (604)	<b>13.2%</b> (7)
Gastrointestinal	<b>5.9%</b> (595)	<b>1.9%</b> (1)
Cardiac/ vascular	<b>5.1%</b> (517)	<b>3.8%</b> (2)
Stroke	<b>3.8%</b> (380)	<b>1.9%</b> (1)
Neurological	<b>3.6%</b> (364)	<b>7.5%</b> (4)
Skin lacerations/ lesions	<b>2%</b> (204)	<b>0%</b> (0)
Impaired consciousness	<b>2%</b> (198)	<b>5.7%</b> (3)
Dementia**	<b>1.9%</b> (195)	<b>0%</b> (0)
Other	<b>1.9%</b> (192)	<b>3.8%</b> (2)
Unable to cope/ frailty	<b>1.6%</b> (160)	<b>1.9%</b> (1)
Dehydration	<b>1.4%</b> (143)	<b>0%</b> (0)
Haematology	<b>1.1%</b> (115)	<b>1.9%</b> (1)
Endocrine/ metabolic	<b>1.1%</b> (112)	<b>0%</b> (0)
Other fractures	<b>1%</b> (96)	<b>1.9%</b> (1)
Cancer	<b>0.9%</b> (94)	<b>0%</b> (0)
Surgical/ non-surgical procedure	<b>0.9%</b> (86)	<b>1.9%</b> (1)
Pain/ swelling	<b>0.8%</b> (85)	<b>1.9%</b> (1)
Hepatology	<b>0.8%</b> (84)	<b>1.9%</b> (1)
Oral/ visual/ auditory	<b>0.4%</b> (45)	<b>0%</b> (0)
Rheumatic	<b>0.4%</b> (45)	<b>0%</b> (0)
Psychiatric	<b>0.4%</b> (42)	<b>0%</b> (0)
Adverse reaction to medication/ allergy/ overdose	<b>0.3%</b> (28)	<b>0%</b> (0)
Injury/ trauma	<b>0.2%</b> (24)	<b>0%</b> (0)
Not documented/ unknown	<b>0.2%</b> (21)	<b>0%</b> (0)

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

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

Speciality of the ward patients spent the longest time in	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Care of the Elderly/ Complex Care	<b>41.1%</b> (4125)	<b>45.3%</b> (24)
General Medical	<b>23.5%</b> (2359)	<b>7.5%</b> (4)
Other Medical	<b>9.9%</b> (999)	<b>17%</b> (9)
Orthopaedics	<b>8.9%</b> (892)	<b>7.5%</b> (4)
Surgical	<b>6.8%</b> (681)	<b>13.2%</b> (7)
Stroke	<b>4.5%</b> (456)	<b>1.9%</b> (1)
Cardiac	<b>2.5%</b> (248)	<b>3.8%</b> (2)
Other	<b>1.4%</b> (136)	<b>3.8%</b> (2)
Nephrology	<b>0.5%</b> (52)	<b>0%</b> (0)
Obstetrics/ Gynaecology	<b>0.4%</b> (41)	<b>0%</b> (0)
Critical Care	<b>0.2%</b> (23)	<b>0%</b> (0)
Oncology	<b>0.2%</b> (22)	<b>0%</b> (0)
Unknown	<b>0.1%</b> (13)	<b>0%</b> (0)

Patients who:	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Died in hospital	<b>12.8%</b> (1285)	<b>9.4%</b> (5)
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>8.3%</b> (4)
Received end of life care in hospital/ was on an end of life care plan	<b>13%</b> (1302)	<b>13.2%</b> (7)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
2 - 10 days	<b>45.3%</b> (4553)	<b>30.2%</b> (16)
11 – 20 days	<b>25.5%</b> (2559)	<b>49.1%</b> (26)
21 – 30 days	<b>11.3%</b> (1132)	<b>9.4%</b> (5)
31 – 40 days	<b>6.7%</b> (671)	<b>7.5%</b> (4)
41 – 50 days	<b>4.2%</b> (418)	<b>0%</b> (0)
51 – 60 days	<b>2.3%</b> (230)	<b>3.8%</b> (2)
61 – 70 days	<b>1.7%</b> (168)	<b>0%</b> (0)
71 – 80 days	<b>1%</b> (102)	<b>0%</b> (0)
81 – 90 days	<b>0.6%</b> (62)	<b>0%</b> (0)
More than 90 days	<b>1.5%</b> (152)	<b>0%</b> (0)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	<b>2-775</b>	<b>3-51</b>
Median (days)	<b>12</b>	<b>15</b>

Place of residence before/ after admission	National audit Round 3: % (N)		Your hospital Round 3: % (N)	
	Before	After*	Before	After*
Own home	<b>57.7%</b> (5793)	<b>40.2%</b> (3519)	<b>64.2%</b> (34)	<b>29.2%</b> (14)
Respite care	<b>0.8%</b> (80)	<b>1.6%</b> (136)	<b>0%</b> (0)	<b>0%</b> (0)
Rehabilitation	<b>0.4%</b> (37)	<b>2.4%</b> (207)	<b>0%</b> (0)	<b>0%</b> (0)
Psychiatric ward	<b>0.5%</b> (48)	<b>0.7%</b> (62)	<b>0%</b> (0)	<b>0%</b> (0)
Carer's home	<b>2.1%</b> (212)	<b>2.1%</b> (181)	<b>0%</b> (0)	<b>0%</b> (0)
Intermediate care	<b>0.3%</b> (27)	<b>2%</b> (172)	<b>0%</b> (0)	<b>0%</b> (0)
Residential care	<b>16.9%</b> (1701)	<b>17.7%</b> (1551)	<b>15.1%</b> (8)	<b>20.8%</b> (10)
Nursing home	<b>19.7%</b> (1981)	<b>28.7%</b> (2511)	<b>13.2</b> (7)	<b>27.1%</b> (13)
Palliative care	<b>0%</b> (5)	<b>0.6%</b> (54)	<b>0</b> (0)	<b>0%</b> (0)
Transfer from another hospital	<b>1.4%</b> (145)	<b>3.9%</b> (343)	<b>7.5%</b> (4)	<b>22.9%</b> (11)
Long stay care	<b>0.2%</b> (18)	<b>0.3%</b> (26)	<b>0%</b> (0)	<b>0%</b> (0)

Change in residence*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
No change	<b>73.4%</b> (6428)	<b>50%</b> (24)
Own/ carer's home to nursing/ residential care	<b>11.1%</b> (972)	<b>22.9%</b> (11)

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

## Appendix C: Casenote audit data

### Assessment

#### Multidisciplinary assessment

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
1.9 [1]	14	An assessment of mobility was performed by a healthcare professional: (y/n/could not be assessed for recorded reasons)	<b>93.8%</b> 8558/9126 (96%, 91-98%)	<b>96.2%</b> 51/53	100% 37/37	
	15	An assessment of nutritional status was performed by a healthcare professional: (y/n/could not be assessed for recorded reasons)	<b>89.8%</b> 8832/9837 (93%, 86-96%)	<b>73.6%</b> 39/53	86.5% 32/37	
	15a	(If Q15=Yes) The assessment of nutritional status includes recording of BMI (Body Mass Index) or weight:				
			Yes, there is a recording of the patient's BMI or weight	<b>85.9%</b> 7580/8822 (89%, 79-96%)	<b>97.4%</b> 38/39	89.7% 26/29
		Other action taken	<b>4%</b> 352/8822 (2%, 0-5%)	<b>0%</b> 0/39	New answer options for Round 3	
	Yes or other action taken	<b>89.9%</b> 7932/2288 (93%, 85-98%)	<b>97.4%</b> 38/39			
1.10 [1]	16	Has a formal pressure ulcer risk assessment been carried out and score recorded? (y/n)	<b>95.5%</b> 9590/10044 (98%, 94-100%)	<b>98.1%</b> 52/53	100% 38/38	
1.12 [1]	17	As part of the multidisciplinary assessment has the patient been asked about any continence needs? (y/n/could not be assessed for recorded reasons)	<b>88%</b> 8572/9744 (92%, 85-97%)	<b>77.4%</b> 41/53	100% 38/38	
1.11 [1]	18	As part of the multidisciplinary assessment has the patient been assessed for the presence of any pain? (y/n/could not be assessed for recorded reasons)	<b>83.2%</b> 8185/9840 (90%, 77-98%)	<b>94.3%</b> 50/53	100% 37/37	

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.13 [1]	19	Has an assessment of functioning been carried out?			
		Yes, a standardised assessment has taken place	<b>45.3%</b> 4212/9294 (45%, 23-66%)	<b>38.5%</b> 20/52	13.3% 4/30
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	<b>42.8%</b> 3977/9294 (44%, 26-58%)	<b>46.2%</b> 24/52	New answer options for Round 3
		Yes, other	<b>1.7%</b> 161/9294 (0%, 0-2%)	<b>0%</b> 0/52	
		Yes (all options)	<b>89.8%</b> 8350/9294 (92%, 85-96%)	<b>84.6%</b> 44/52	

### Mental state assessment

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.3 [2]	20	Has a standardised mental status test been carried out? (y/n/could not be assessed for recorded reasons)	<b>54%</b> 4684/8682 (55%, 38-72%)	<b>64.7%</b> 33/51	73% 27/37
1.4 [2]	21	Has an assessment been carried out for recent changes or fluctuation in behaviour that may indicate the presence of delirium?			
		Yes, and there were indications that delirium may be present	<b>25.9%</b> 2603/10047 (24%, 14-36%)	<b>39.6%</b> 21/53	36.8% 14/38
		Yes, but there was no indication that delirium may be present	<b>18.5%</b> 1863/10047 (15%, 6-25%)	<b>5.7%</b> 3/53	13.2% 5/38
		Yes (both options)	<b>44.5%</b> 4466/10047 (42%, 27-60%)	<b>45.3%</b> 24/53	50% 19/38
1.5 [2]	21a	(If Q21=Yes) Has the patient been clinically assessed for delirium by a healthcare professional? (y/n)	<b>85.3%</b> 2220/2603 (90%, 78-100%)	<b>100%</b> 21/21	85.7% 12/14

## Information about the person with dementia

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
1.14 [1]	22	Does the care assessment contain a section dedicated to collecting information from the carer, next of kin or a person who knows the patient well? (y/n)	<b>57.2%</b> 5727/10010 (58%, 31-85%)	<b>58.5%</b> 31/53	36.8% 14/38
	22a	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding personal details, preferences and routines?			
		Yes	<b>47.4%</b> 2669/5626 (53%, 30-77%)	<b>77.4%</b> 24/31	58.3% 7/12
		Unknown*	<b>33.1%</b> 1865/5626 (14%, 0-44%)	<b>3.2%</b> 1/31	New answer option for Round 3
	22b	<i>(If Q22=Yes)</i> Has information been collected about the patient's food and drink preferences?			
		Yes	<b>44.1%</b> 2476/5616 (50%, 29-71%)	<b>60%</b> 18/30	New question for Round 3
		Unknown*	<b>34.1%</b> 1916/5616 (16%, 3-48%)	<b>0%</b> 0/30	
	22c	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding reminders or support with personal care?			
		Yes	<b>55.3%</b> 3116/5631 (64%, 42-80%)	<b>93.5%</b> 29/31	69.2% 9/13
		Unknown*	<b>29.9%</b> 1685/5631 (13%, 0-37%)	<b>0%</b> 0/31	New answer option for Round 3
	22d	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding recurring factors that may cause or exacerbate distress?			
		Yes	<b>32.6%</b> 1818/5583 (35%, 18-56%)	<b>32.3%</b> 10/31	50% 7/14
		Unknown*	<b>37.8%</b> 2110/5583 (20%, 5-50%)	<b>3.2%</b> 1/31	New answer option for Round 3

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	22e	(If Q22=Yes) Has information been collected about the patient regarding support or actions that can calm the person if they are agitated?			
		Yes	<b>28.2%</b> 1564/5539 (26%, 13-50%)	<b>12.9%</b> 4/31	35.7% 5/14
		Unknown*	<b>39.1%</b> 2167/5539 (20%, 7-52%)	<b>0%</b> 0/31	New answer option for Round 3
1.15 [3]	22f	(If Q22=Yes) Has information been collected about the patient regarding life details which aid communication?			
		Yes	<b>43.1%</b> 2413/5598 (50%, 25-70%)	<b>65.5%</b> 19/29	50% 7/14
		Unknown*	<b>35.3%</b> 1977/5598 (17%, 3-46%)	<b>0%</b> 0/29	New answer option for Round 3

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



## Discharge

### Assessment before discharge

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
5.3 [2]	23	At the point of discharge the patient's level of cognitive impairment, using a standardised assessment, was summarised and recorded: (y/n)	<b>22.4%</b> 1639/7329 (17%, 9-30%)	<b>14.7%</b> 5/34	29.2% 7/24
	23a	<i>(If 23=No)</i> Please comment:			
		Patient too unwell/ not responsive	<b>3.3%</b> 189/5690	<b>0%</b> 0/29	New question for Round 3
		Patient has advanced dementia (i.e. patient's advanced dementia makes the assessment not appropriate)	<b>1.9%</b> 110/5690	<b>0%</b> 0/29	
		Not routine/ not standard practice	<b>5.8%</b> 331/5690	<b>0%</b> 0/29	
		Not documented/ unknown reason	<b>78.1%</b> 4444/5690	<b>100%</b> 29/29	
	Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	<b>10.8%</b> 616/5690	<b>0%</b> 0/29		
	24	At the point of discharge the cause of cognitive impairment was summarised and recorded: (y/n)	<b>69.1%</b> 5067/7329 (72%, 57-84%)	<b>85.3%</b> 29/34	70.8% 17/24
	25	Have there been any symptoms of delirium? (y/n)	<b>32.3%</b> 2367/7329 (33%, 22-41%)	<b>32.4%</b> 11/34	45.8% 11/24
	25a	<i>(If Q25=Yes)</i> Have the symptoms of delirium been summarised for discharge? (y/n)	<b>47.9%</b> 1133/2367 (45%, 33-64%)	<b>54.5%</b> 6/11	72.7% 8/11
26	Have there been any persistent behavioural and psychiatric symptoms of dementia (wandering, aggression, shouting) during this admission? (y/n)	<b>19.4%</b> 1425/7329 (19%, 13-26%)	<b>20.6%</b> 7/34	41.7% 10/24	
26a	<i>(If Q26=Yes)</i> Have the symptoms of behavioural and psychiatric symptoms of dementia been summarised for discharge? (y/n)	<b>44.5%</b> 635/1426 (40%, 23-60%)	<b>42.9%</b> 3/7	40% 4/10	

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
5.3 [2]	27	Is there a recorded referral to a social worker for assessment of housing and care needs due to a proposed change in residence?	<b>65.5%</b> 1649/2519 (71%, 53-89%)	<b>82.4%</b> 14/17	New question for Round 3
	27a (i)	<i>(If Q27=Yes):</i> There are documented concerns about the patient's capacity to consent to the referral:	<b>70.4%</b> 1161/1649 (75%, 50-89%)	<b>71.4%</b> 10/14	New question for Round 3
	27a (ii)	The patient had capacity on assessment and their consent is documented	<b>11.9%</b> 138/1161 (0%, 0-20%)	<b>0%</b> 0/10	
		The patient lacked requisite capacity and evidence of a best interests decision has been recorded	<b>69.9%</b> 811/1161 (75%, 50-90%)	<b>60%</b> 6/10	
		There is no record of either consent or best interest decision making*	<b>18.3%</b> 212/1161 (14%, 0-33%)	<b>40%</b> 4/10	
	27a (i)	There are no documented concerns about the patient's capacity to consent to the referral:	<b>29.6%</b> 488/1649 (25%, 11-50%)	<b>28.6%</b> 4/14	
	27a (iii)	The patients consent was requested and this is recorded	<b>29.1%</b> 142/488 (25%, 0-50%)	<b>0%</b> 0/4	
		There is no record of the patients consent*	<b>70.9%</b> 346/488 (75%, 50-100%)	<b>100%</b> 4/4	
	27a (ii & iii)	Consent or best interests (responses options combined)	<b>66.2%</b> 1091/1649 (67%, 50-86%)	<b>42.9%</b> 6/14	
		No consent or best interests (response options combined)	<b>33.8%</b> 558/1649 (33%, 14-50%)	<b>57.1%</b> 8/14	

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

## Discharge coordination and multi-disciplinary team input

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
6.4 [2]	28	Did a named person/ identified team co-ordinate the discharge plan? (y/n/na)	<b>82%</b> 5807/7083 (89%, 72-96%)	<b>65.6%</b> 21/32	81.8% 18/22
5.4 [1]	29a	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with the person with dementia? (y/n/na)	<b>53.9%</b> 3327/6169 (55%, 38-72%)	<b>38.2%</b> 13/34	76.5% 13/17
	29b	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with the person's carer/ relative? (y/n/na)	<b>80.7%</b> 5597/6935 (82%, 71-91%)	<b>61.8%</b> 21/34	86.4% 19/22
	29c	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with the consultant responsible for the patient's care? (y/n)	<b>75.1%</b> 5501/7329 (81%, 63-91%)	<b>26.5%</b> 9/34	83.3% 20/24
	29d	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with other members of the multidisciplinary team? (y/n)	<b>81.5%</b> 5971/7329 (85%, 76-93%)	<b>55.9%</b> 19/34	87.5% 21/24
5.6 [1]	30	Has a single plan/ summary for discharge with clear updated information been produced? (y/n)	<b>85.1%</b> 6234/7329 (92%, 77-97%)	<b>94.1%</b> 32/34	91.7% 22/24
5.7 [2]	31	Are any support needs that have been identified documented in the discharge plan/ summary? (y/n/na)	<b>60.2%</b> 4211/6995 (61%, 44-79%)	<b>34.4%</b> 11/32	69.6% 16/23
5.8 [1]	32	Has the patient and/ or carer received a copy of the plan/ summary? (y/n/na)	<b>80.6%</b> 5621/6975 (94%, 72-100%)	<b>96.9%</b> 31/32	58.3% 14/24
N5b [2]	33	Was a copy of the discharge plan/ summary sent to the GP/ primary care team on the day of discharge? (y/n/na)	<b>93.6%</b> 6701/7156 (98%, 93-100%)	<b>97%</b> 32/33	New question for Round 3

## Discharge planning

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
5.1 [2]	34	Was discharge planning initiated within 24 hours of admission? (y/n/na)	<b>47.4%</b> 2483/5242 (48%, 27-67%)	<b>46.9%</b> 15/32	50% 7/14
	34a	<i>(If Q34=N/A)</i> Please select the recorded reason why discharge planning could not be initiated within 24 hours:			
		Patient acutely unwell	<b>62.5%</b> 1306/2088	<b>0%</b> 0/2	50% 5/10
		Patient awaiting assessment	<b>9.1%</b> 190/2088	<b>0%</b> 0/2	30% 3/10
		Patient awaiting history/ results	<b>6.1%</b> 127/2088	<b>0%</b> 0/2	10% 1/10
		Patient awaiting surgery	<b>9.6%</b> 200/2088	<b>0%</b> 0/2	10% 1/10
		Patient presenting confusion	<b>5.7%</b> 120/2088	<b>50%</b> 1/2	0% 0/10
		Patient on end of life plan	<b>0%</b> 1/2088	<b>0%</b> 0/2	-
		Patient being transferred to another hospital	<b>0.1%</b> 2/2088	<b>0%</b> 0/2	0% 0/10
		Patient unresponsive	<b>0.3%</b> 6/2088	<b>0%</b> 0/2	0% 0/10
		Patient being discharged to nursing/ residential care	<b>6.5%</b> 136/2088	<b>50%</b> 1/2	0% 0/10
		Not recorded	-	-	0% 0/10
Other	<b>0%</b> 0/2088	<b>0%</b> 0/2	0% 0/10		

## Support for carers and family

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
5.10 [2]	35	Carers or family have received notice of discharge and this is documented:			
		Less than 24 hours	<b>19.5%</b> 1432/7329	<b>35.3%</b> 12/34	41.7% 10/24
		24 hours	<b>12.2%</b> 897/7329	<b>11.8%</b> 4/34	12.5% 3/24
		25 - 48 hours	<b>14.7%</b> 1075/7329	<b>0%</b> 0/34	16.7% 4/24
		More than 48 hours	<b>27.1%</b> 1985/7329	<b>14.7%</b> 5/34	12.5% 3/24
		No notice at all	<b>0.5%</b> 35/7329	<b>0%</b> 0/34	0% 0/24
		Not documented	<b>24.2%</b> 1770/7329	<b>38.2%</b> 13/34	8.3% 2/24
		No carer, family, friend/ could not contact	<b>1.8%</b> 132/7329	<b>0%</b> 0/34	8.3% 2/24
		Patient specified information withheld	<b>0%</b> 3/7329	<b>0%</b> 0/34	New answer option for Round 3
5.5 [2]	36	An assessment of the carer's current needs has taken place in advance of discharge: (y/n/na)	<b>67.3%</b> 2605/3868 (70%, 50-88%)	<b>68.8%</b> 11/16	77.8% 7/9

## Appendix D: Carer demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
18 – 24 years	1% (48)	0% (0)
25 – 34 years	2.9% (133)	0% (0)
35 – 44 years	5.6% (259)	0% (0)
45 – 54 years	16.2% (749)	33.3% (3)
55 – 64 years	25.8% (1193)	44.4% (4)
65 – 74 years	20.8% (960)	0% (0)
75 – 84 years	19.1% (885)	22.2% (2)
85 years or over	7.4% (343)	0% (0)
Prefer not to say	1.2% (56)	0% (0)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	30.6% (1413)	22.2% (2)
Female	68.1% (3150)	77.8% (7)
Other	0.1% (4)	0% (0)
Prefer not to say	1.2% (57)	0% (0)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	88.4% (4079)	100% (10)
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: % (N)	Your hospital Round 3: % (N)
Spouse or partner	33.5% (1558)	11.1% (1)
Family member	55.9% (2597)	55.6% (5)
Friend	4.4% (203)	33.3% (3)
Professional carer (health or social care)	5.4% (249)	0% (0)
Other	0.9% (41)	0% (0)

One of main carers for patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Yes	77.8% (3356)	88.9% (8)

## Appendix E: Carer questionnaire data

### Patient care

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
9.3 [1]	1	Do you feel that hospital staff were well informed and understood the needs of the person you look after?		
		Yes, definitely	<b>46.5%</b> 2130/4578	<b>44.4%</b> 4/9
		Yes, to some extent	<b>43.3%</b> 1980/4578	<b>22.2%</b> 2/9
		No	<b>10.2%</b> 468/4578	<b>33.3%</b> 3/9
7.4 [2]	2	Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after?		
		Yes, definitely	<b>54.2%</b> 2489/4592	<b>33.3%</b> 3/9
		Yes, to some extent	<b>36.4%</b> 1672/4592	<b>33.3%</b> 3/9
		No	<b>9.4%</b> 431/4592	<b>33.3%</b> 3/9
1.14 [1]	3	Was the person you look after given enough help with personal care from hospital staff? <i>For example, eating, drinking, washing and using the toilet.</i>		
		Yes, definitely	<b>55.4%</b> 2456/4433	<b>33.3%</b> 3/9
		Yes, to some extent	<b>34.2%</b> 1515/4433	<b>33.3%</b> 3/9
		No	<b>10.4%</b> 462/4433	<b>33.3%</b> 3/9
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?		
		Yes, definitely	<b>76%</b> 3471/4569	<b>66.7%</b> 6/9
		Yes, to some extent	<b>20.8%</b> 952/4569	<b>33.3%</b> 3/9
		No	<b>3.2%</b> 146/4569	<b>0%</b> 0/9

## Communication

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
9.7 [2]	5	Were you (or the patient, where appropriate) kept clearly informed about their care and progress during the hospital stay? <i>For example, about plans for treatment and discharge.</i>		
		Yes, definitely	<b>41.8%</b> 1908/4566	<b>33.3%</b> 3/9
		Yes, to some extent	<b>40.4%</b> 1843/4566	<b>55.6%</b> 5/9
		No	<b>17.8%</b> 815/4566	<b>11.1%</b> 1/9
9.11 [2]	6	Were you (or the patient, where appropriate) involved as much as you wanted to be in decisions about their care?		
		Yes, definitely	<b>47.5%</b> 2138/4497	<b>44.4%</b> 4/9
		Yes, to some extent	<b>36.4%</b> 1637/4497	<b>33.3%</b> 3/9
		No	<b>16.1%</b> 722/4497	<b>22.2%</b> 2/9
1.14 [1]	7	Did hospital staff ask you about the needs of the person you look after to help plan their care?		
		Yes, definitely	<b>45.4%</b> 2053/4524	<b>66.7%</b> 6/9
		Yes, to some extent	<b>34.5%</b> 1563/4524	<b>22.2%</b> 2/9
		No	<b>20.1%</b> 908/4524	<b>11.1%</b> 1/9



## Overall

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	
	8	Overall, how would you rate the care received by the person you look after during the hospital stay?		
		Excellent	<b>34.5%</b> 1602/4645	<b>22.2%</b> 2/9
		Very good	<b>33.9%</b> 1575/4645	<b>33.3%</b> 3/9
		Good	<b>17%</b> 790/4645	<b>22.2%</b> 2/9
		Fair	<b>9.6%</b> 446/4645	<b>0%</b> 0/9
		Poor	<b>5%</b> 232/4645	<b>22.2%</b> 2/9
	9	How likely would you be to recommend the service to friends and family if they needed similar care or treatment?		
		Extremely likely	<b>42.5%</b> 1933/4544	<b>44.4%</b> 4/9
		Likely	<b>34.1%</b> 1551/4544	<b>11.1%</b> 1/9
		Neither likely nor unlikely	<b>14.3%</b> 648/4544	<b>22.2%</b> 2/9
		Unlikely	<b>4.8%</b> 220/4544	<b>0%</b> 0/9
		Extremely unlikely	<b>4.2%</b> 192/4544	<b>22.2%</b> 2/9

## Support for the carer

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	
	10	Overall, how satisfied are you with the support <b>you</b> have received from this hospital to help you in your role as a carer?		
		Very satisfied	<b>50.3%</b> 2204/4379	<b>44.4%</b> 4/9
		Somewhat satisfied	<b>34%</b> 1487/4379	<b>33.3%</b> 3/9
		Somewhat dissatisfied	<b>9.9%</b> 434/4379	<b>0%</b> 0/9
		Very dissatisfied	<b>5.8%</b> 254/4379	<b>22.2%</b> 2/9

## Appendix F: Staff demographics

% of patients encounter in role who have dementia/ possible dementia	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 25%	<b>31.9%</b> (4559)	<b>36.8%</b> (50)
26 - 50%	<b>25.6%</b> (3651)	<b>19.9%</b> (27)
51 - 75%	<b>24.4%</b> (3489)	<b>24.3%</b> (33)
More than 75%	<b>18.1%</b> (2588)	<b>19.1%</b> (26)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>15.7%</b> (2260)	<b>9.5%</b> (13)
Female	<b>83.2%</b> (11954)	<b>90.5%</b> (124)
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: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>79.9%</b> (11467)	<b>87.6%</b> (120)
Black/ Black British	<b>4.1%</b> (594)	<b>0.7%</b> (1)
Asian/ Asian British	<b>8%</b> (1150)	<b>5.1%</b> (7)
Mixed	<b>1.3%</b> (183)	<b>0%</b> (0)
Chinese	<b>0.5%</b> (73)	<b>0%</b> (0)
Other	<b>4.5%</b> (646)	<b>4.4%</b> (6)
Prefer not to say	<b>1.7%</b> (241)	<b>2.2%</b> (3)

Job role	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Registered nurse (Band 5 or 6)	<b>29.9%</b> (4300)	<b>41.6%</b> (57)
Registered nurse (Band 7 or above)	<b>12.7%</b> (1831)	<b>14.6%</b> (20)
Healthcare assistant	<b>23.1%</b> (3324)	<b>29.2%</b> (40)
Doctor	<b>11.5%</b> (1645)	<b>0%</b> (0)
Allied healthcare professional	<b>11.9%</b> (1713)	<b>10.2%</b> (14)
Therapy assistant/ allied healthcare professional assistant	<b>2.6%</b> (367)	<b>0.7%</b> (1)
Student	<b>2.3%</b> (332)	<b>1.5%</b> (2)
Ward based administrators	<b>4%</b> (571)	<b>1.5%</b> (2)
Other/ unknown	<b>1.9%</b> (279)	<b>0.7%</b> (1)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	<b>13%</b> (1866)	<b>23.4%</b> (32)
30 hours or more	<b>87%</b> (12458)	<b>76.6%</b> (105)

<b>Time worked in the hospital</b>	<b>National audit Round 3: % (N)</b>	<b>Your hospital Round 3: % (N)</b>
Less than 6 months	<b>8% (1148)</b>	<b>7.3% (10)</b>
6 - 11 months	<b>9.5% (1364)</b>	<b>7.3% (10)</b>
1 - 2 years	<b>15.6% (2242)</b>	<b>14.6% (20)</b>
3 - 5 years	<b>16.4% (2350)</b>	<b>14.6% (20)</b>
6 - 10 years	<b>15.9% (2283)</b>	<b>16.8% (23)</b>
11 - 15 years	<b>12.1% (1739)</b>	<b>12.4% (17)</b>
More than 15 years	<b>22.4% (3205)</b>	<b>27% (37)</b>

## Appendix G: Staff questionnaire data

### Specialist services for dementia

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)		
4.11 [2]	1	Do you feel supported by specialist services for dementia in your hospital? <i>E.g. dementia specialist team, mental health liaison, dementia champions.</i>					
	1a	During office hours <i>i.e. Monday-Fri, 9am-5pm</i>					
		Yes, always	<b>28.7%</b> 4026/14024	<b>61.6%</b> 8640/14024	<b>22%</b> 29/132	<b>58.3%</b> 77/132	
		Yes, most of the time	<b>32.9%</b> 4614/14024		<b>36.4%</b> 48/132		
		Yes, sometimes	<b>26.8%</b> 3760/14024	-	<b>27.3%</b> 36/132	-	
		No	<b>11.6%</b> 1624/14024	-	<b>14.4%</b> 19/132	-	
		1b	Out of office hours				
			Yes, always	<b>7.8%</b> 874/11207	<b>23.5%</b> 2637/11207	<b>9.7%</b> 11/113	<b>29.2%</b> 33/113
			Yes, most of the time	<b>15.7%</b> 1763/11207		<b>19.5%</b> 22/113	
	Yes, sometimes		<b>27.9%</b> 3129/11207	-	<b>19.5%</b> 22/113	-	
	No	<b>48.6%</b> 5441/11207	-	<b>51.3%</b> 58/113	-		

## Dementia care training

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
7.4 [2]	2	What form did your dementia training at this hospital take? <i>Please tick all that apply:</i>	
		<b>42.8%</b> 5653/13205	<b>57.9%</b> 73/126
		<b>53.2%</b> 7030/13205	<b>60.3%</b> 76/126
		<b>5.4%</b> 713/13205	<b>9.5%</b> 12/126
		<b>7.7%</b> 1018/13205	<b>3.2%</b> 4/126
		<b>7.3%</b> 961/13205	<b>3.2%</b> 4/126
		<b>17.3%</b> 2278/13205	<b>14.3%</b> 18/126
	2a	Following your training at this hospital, do you feel better prepared to provide care/ support to people with dementia?	
		<b>42.2%</b> 4502/10670	<b>40%</b> 42/105
		<b>50.5%</b> 5390/10670	<b>56.2%</b> 59/105
	<b>7.3%</b> 778/10670	<b>3.8%</b> 4/105	

## Information and communication

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
9.3 [1]	3	In your current role, do you think that personal information is available to you to help you care for/ support people with dementia? <i>E.g. their likes/ dislikes, preferred name, past job.</i>				
		Yes, always	<b>21.4%</b> 3072/14345	<b>59.9%</b> 8597/14345	<b>23.4%</b> 32/137	<b>65%</b> 89/137
		Yes, most of the time	<b>38.5%</b> 5525/14345		<b>41.6%</b> 57/137	
		Yes, sometimes	<b>33%</b> 4734/14345	-	<b>27.7%</b> 38/137	-
		No	<b>7.1%</b> 1014/14345	-	<b>7.3%</b> 10/137	-
	3a	Do you have the opportunity to use this information to help you care for/ support people with dementia?				
		Yes, always	<b>26.6%</b> 3549/13329	<b>67.5%</b> 9003/13329	<b>24.4%</b> 31/127	<b>72.4%</b> 92/127
		Yes, most of the time	<b>40.9%</b> 5454/13329		<b>48%</b> 61/127	
		Yes, sometimes	<b>30.6%</b> 4074/13329	-	<b>26%</b> 33/127	-
		No	<b>1.9%</b> 252/13329	-	<b>1.6%</b> 2/127	-
7.4 [2]	4	In your current role, do you feel encouraged to accommodate the individual needs and preferences of people with dementia? <i>E.g. taking time to speak and interact at the pace of the person with dementia, permitting them to walk around the ward.</i>				
		Yes, always	<b>28.9%</b> 4145/14333	<b>62.1%</b> 8904/14333	<b>22.6%</b> 31/137	<b>62%</b> 85/137
		Yes, most of the time	<b>33.2%</b> 4759/14333		<b>39.4%</b> 54/137	
		Yes, sometimes	<b>27.3%</b> 3913/14333	-	<b>24.8%</b> 34/137	-
	No	<b>10.6%</b> 1516/14333	-	<b>13.1%</b> 18/137	-	

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
7.12 [1]	As a team, how often do you talk about the way you care for/ support people with complex needs (including dementia)?		
	Frequently	<b>49.8%</b> 6203/12457	<b>48.4%</b> 60/124
	Occasionally	<b>37.2%</b> 4636/12457	<b>37.1%</b> 46/124
	Almost Never	<b>9.7%</b> 1210/12457	<b>10.5%</b> 13/124
	Never	<b>3.3%</b> 408/12457	<b>4%</b> 5/124

## Patient care and nutrition

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)
3.8 [1]	Can carers of people with dementia visit at any time on the ward(s) you work on? <i>i.e. visits are not limited to normal visiting hours and may include mealtimes.</i>				
	Yes, always	<b>51.2%</b> 6131/11978	<b>78.5%</b> 9402/11978	<b>62.4%</b> 73/117	<b>88.9%</b> 104/117
	Yes, most of the time	<b>27.3%</b> 3271/11978		<b>26.5%</b> 31/117	
	Yes, sometimes	<b>16.1%</b> 1927/11978	-	<b>9.4%</b> 11/117	-
	No	<b>5.4%</b> 649/11978	-	<b>1.7%</b> 2/117	-
7.18 [1]	Do you think that the people with dementia you care for/ support, have their nutritional needs met while on the ward(s) you work on?				
	Yes, always	<b>25.9%</b> 3181/12263	<b>76.1%</b> 9330/12263	<b>39.2%</b> 47/120	<b>85.8%</b> 103/120
	Yes, most of the time	<b>50.1%</b> 6149/12263		<b>46.7%</b> 56/120	
	Yes, sometimes	<b>19.2%</b> 2357/12263	-	<b>11.7%</b> 14/120	-
	No	<b>4.7%</b> 576/12263	-	<b>2.5%</b> 3/120	-

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
4.9 [2]	9	Do you think the ward(s) you work on is able to respond to the individual needs of people with dementia as they arise? <i>E.g. pain relief, personal care, toileting, mobility assistance.</i>				
		Yes, always	<b>30.4%</b> 2785/9148	<b>78%</b> 7137/9148	<b>39.4%</b> 43/109	<b>84.4%</b> 92/109
		Yes, most of the time	<b>47.6%</b> 4352/9148		<b>45%</b> 49/109	
		Yes, sometimes	<b>18.7%</b> 1708/9148	-	<b>13.8%</b> 15/109	-
		No	<b>3.3%</b> 303/9148	-	<b>1.8%</b> 2/109	-
	10	Is additional staffing support provided if dependency needs on the ward(s) you work on increase?				
		Yes, always	<b>10.7%</b> 977/9143	<b>38.2%</b> 3493/9143	<b>6.4%</b> 7/109	<b>22%</b> 24/109
		Yes, most of the time	<b>27.5%</b> 2516/9143		<b>15.6%</b> 17/109	
		Yes, sometimes	<b>42.5%</b> 3887/9143	-	<b>48.6%</b> 53/109	-
		No	<b>19.3%</b> 1763/9143	-	<b>29.4%</b> 32/109	-
N3c [3]	11	Are night time bed moves for people with dementia avoided where possible on the ward(s) you work on? <i>By night time bed moves, we mean bed moves between the evening meal and breakfast the next morning.</i>				
		Yes, always	<b>16.3%</b> 1474/9047	<b>48.8%</b> 4416/9047	<b>15%</b> 16/107	<b>46.7%</b> 50/107
		Yes, most of the time	<b>32.5%</b> 2942/9047		<b>31.8%</b> 34/107	
		Yes, sometimes	<b>27.7%</b> 2506/9047	-	<b>29.9%</b> 32/107	-
		No	<b>23.5%</b> 2125/9047	-	<b>23.4%</b> 25/107	-



Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
3.7 [1]	12	In the last week (except in emergency situations), were patient mealtimes kept free of any clinical activity on the ward(s) you work on?				
		Yes, always	<b>28.3%</b> 2488/8788	<b>67.6%</b> 5944/8788	<b>35.9%</b> 37/103	<b>82.5%</b> 85/103
		Yes, most of the time	<b>39.3%</b> 3456/8788		<b>46.6%</b> 48/103	
		Yes, sometimes	<b>16.8%</b> 1476/8788	-	<b>13.6%</b> 14/103	-
		No	<b>15.6%</b> 1368/8788	-	<b>3.9%</b> 4/103	-
N3b [2]	13	Can you access finger food (i.e. food which can be eaten without a knife/ fork/ spoon) for people with dementia as an alternative to main meals?				
		Yes, always	<b>38%</b> 3356/8822	<b>65.2%</b> 5754/8822	<b>29.8%</b> 31/104	<b>67.3%</b> 70/104
		Yes, most of the time	<b>27.2%</b> 2398/8822		<b>37.5%</b> 39/104	
		Yes, sometimes	<b>22.5%</b> 1983/8822	-	<b>24%</b> 25/104	-
		No	<b>12.3%</b> 1085/8822	-	<b>8.7%</b> 9/104	-
3.11 [2]	14	Can you access snacks for people with dementia in between meals?				
		Yes, always	<b>44.5%</b> 4060/9119	<b>73.2%</b> 6675/9119	<b>41.7%</b> 45/108	<b>85.2%</b> 92/108
		Yes, most of the time	<b>28.7%</b> 2615/9119		<b>43.5%</b> 47/108	
		Yes, sometimes	<b>20.7%</b> 1886/9119	-	<b>13.9%</b> 15/108	-
		No	<b>6.1%</b> 558/9119	-	<b>0.9%</b> 1/108	-
N3a [2]	15	Are the nutrition and hydration needs of people with dementia communicated at handovers/ safety briefings?				
		Yes, always	<b>46.2%</b> 4199/9090	<b>79.6%</b> 7238/9090	<b>54.1%</b> 59/109	<b>82.6%</b> 90/109
		Yes, most of the time	<b>33.4%</b> 3039/9090		<b>28.4%</b> 31/109	
		Yes, sometimes	<b>15.5%</b> 1408/9090	-	<b>13.8%</b> 15/109	-
		No	<b>4.9%</b> 444/9090	-	<b>3.7%</b> 4/109	-

## 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 Derriford Hospital are provided.

<b>Registered Nurses (Band 5 or 6)</b>
A dementia box with items to distract/ keep dementia patients busy.
A patient-nurse ratio for behavioural and psychological symptom of dementia (BPSD) patients. BPSD patients (who we regularly looked after) need to not be in a hospital environment, but a specialist environment.
A programme on channel 4 showed a specialist dementia unit that was designed around a central hub so that all patients could wander and be seen and the night staff wore pyjamas to normalise the time of day. Sing along sessions are very popular and good for morale. In the 1980s, the NHS gave tots of Sherry as appetite stimulants!
Additional support via carers to be able to spend more time with dementia patients.
Adequate staffing to support patients with dementia.
Although I work in theatres, I did attend a study day and found the information valuable and current.
As far as theatres are concerned, then a clear handover of individual needs of a patient with dementia would be helpful.
At times, we need extra staff.
Due to understaffing, we cannot sit and talk or provide reassurance when needed. More staff would allow better care. Most needs for dementia patients could be met by better staffing ratio - at present, unsafe staffing levels for wandering and confused patients.
Ensuring needs for one on one assistance (specials) is valued.
Extra staffing on the ward.
Face to face education for all staff, as I have heard some staff quote "I am not paid enough for this" when the patient is confused and aggressive. This comes about from these members of staff not understanding the disease process and the challenging behaviour it can bring with it. Regular updates and information about any new ideas of support that we can give to the patient, staff and families. Support from your next shift colleagues when you have not completed your tasks due to time spent with a confused soul. It always comes back to face to face education rather than eLearning, poor staffing levels and money constraints.
Having more support of specialist people (occupational therapist, physiotherapists)
Highlighted need for specialist nurses as wards are often overstretched and unable to cope with patients with dementia.
It would be appropriate if more one to one care was available for patients with severe dementia. Due to staff shortage, some parts of care are missed out. All staff must get dementia training. There should be more encouragement for carers and family members involvement for dementia care.
Low staffing levels can sometimes make it difficult to have enough time with the patient.
More people trained in caring for patients with dementia.
More staff – volunteers.
More staff so more time can be given to patients. 1:10 [staffing to patient ratio] makes it impossible to give time to patients. I would like it if we had more time to encourage patients to eat and drink between meals.

## Registered Nurses (Band 5 or 6)

More staff-- therefore more time to give to each person, to listen to them, to assist and help them at their speed (allowing time for understanding and showing patience, not rushing them) to support them and give better care.
More staff, and in this way, the patients will be better supported.
More staff, even volunteers, to enable the patient to get full use of the day rooms and could provide more daily activities.
More staff.
More staff. Bed moving overnight should be avoided because that makes the patient more confused.
More support for nursing staff on the wards i.e. increase numbers of staff on the ward.
More training - including outpatient departments.
More training and case studies to help staff communicate therapeutically with people with dementia. More training on dealing with aggression and de-escalation techniques. Since this unit is a friendly dementia/ elderly unit, all staff should have good input on dementia training, not only on eLearning. A group discussion/ case study is very helpful.
Need more staff so that we could have chance to sit with our patients.
Providing staff for patients who need one to one care. More staff to help at mealtimes, no help from managerial staff re: senior nurse etc. when asked for. Incident of dementia patients have greatly increased and ward staffing levels do not reflect this increased need. Bed managers and flow team still moving dementia patients over night to new wards.
Safe staffing levels. Maintain training updates.
Specialist/ link nurses in each area providing expert resources within their own department - non-clinical time should be allowed for this. It should NOT be additional to existing roles which will allow education, updates and effective working practice.
Staff number always paramount - right level of skilled workers = improved care. Bed pressures increase stress to move patients, this does impact on care. Also, increases stress to relatives and carers and staff obviously stressed = management and assessment wards should be more thoughtful to this.
Stop moving patients round the hospital at early hours of the morning.
The biggest problem is staffing so that we have time to spend with this group of patients, this also applies to the safety aspect as so many dementia patients are at risk of falls. Staff constantly feel stretched and unable to spend quality time with this patient group.
There is no dedicated dementia nurse specialist role in such a large hospital, which means the psychiatric team for older people pick this role up, however they see individuals, rather than corporate improvements. It is possible however that even this service is going to be changed soon, which causes concern. Activities coordinators for people who have confusion could be incorporated into the trust's establishment on healthcare of the elderly wards, once basic establishment has been achieved. We need to get away from the medical model more, to a person centred approach. However, some wards are better than others.
To avoid moving patients with dementia throughout the night; not only is it unsettling for them but also other dementia patients already established on the ward. Especially when they are arriving into the same bay.
Transfers from the medical assessment unit could be done earlier in the day, avoiding night time moves.
Twiddle mitts, finger foods.
Update training. Update staff.
We could do with a step-down ward, somewhere not quite as acute as most of our wards, where the environment is more calm, better suited to someone with dementia.
When we have a very difficult patient, it would be better to have some extra help.

## Registered Nurses (Band 7 or above)

Better care for in-hospital patients of any type comes down to one issue and one issue only - more staff.

Continuing the education and training and ensuring ALL staff (not just nursing staff) have it. Also, need to recognise how vital non-ward areas are to the patients journey i.e. outpatient areas.

Dementia friends training.

Dementia specialist nurse role to enhance training and education.

I think the hospital as a whole is working well to being dementia friendly.

More staff after lunch activities in the day room, even once a week pets as therapy to come to the ward.

Not to move/ transfer patients overnight.

Promotion of dementia friendly staff and environment.

Provide more staff for this demanding and sometimes difficult area.

Specialist nurse for dementia.

The hospital needs to look at the environment people with dementia are cared for in. Most of the environment fails to recognise their needs and could be improved through use of different textured surfaces, colours and better signage.

Training and workshops are available within the hospital, wards and departments have link practitioners who report back to staff.

## Healthcare Assistants

A more dementia friendly day room. Not all patients have access to the day room so there is very little to stimulate them.

A nicer day room. Would be nice to have a carers' room for relatives where they could go when their loved one is at end of life.

Due to staff shortages, we cannot give enough time to dementia care patients. Never enough staff for patients that need one to one due to deprivation of liberty safeguarding.

Ensuring that the ward is always staffed and people aren't moved to other wards to work.

I am dementia link nurse for the ward which I work on and I feel our ward has really grown in suiting dementia. One thing I feel EXTREMELY strong about is when they transfer the patients up at 3am, and they wake up in a new room, with new faces and it scares them causing them to become restless. I feel patients with dementia should be the final option of bed transfers in the middle of the night. The snacks we can access for the patients are fruit and sandwiches, but sandwiches are too filling and fruit gets boring for them. I feel things like crisps should be provided.

Improvements are being made that all hospital staff are being trained and to be aware of signs of dementia patients.

It would be very helpful to have a passport about the patient's needs, this could be done by the families or the carers, about their likes and disliked. This would help the patient a lot with their stay in hospital. It could be given out at their pre-assessment or posted to them to be completed and brought in with them on their day of admission - and check before their operation that it has all been filled in. This would be very help for the ward and the staff that are looking after them whilst they are here.

Keeping up with training and being fully staffed.

Making sure there are always enough staff on duty to meet all patients' needs.

## Healthcare Assistants

More 1 to 1. Also do memory boxes of past history for them.

More activities, music on the ward, bright colours on the wall, bright pictures, more staff - because of the amount of patients on the ward it's very difficult to spare the time for individual one to one.

More staff to either carry out dementia friendly activities or to support other members of staff throughout the working day e.g. specials.

More staff to help spend more time with them on a one to one.

More staff to special.

More staffing to provide one to one care and to speak more to patients if they haven't seen a relation during the day.

More staffing.

Need more staff so you can do one to one. More support - if have half the ward with dementia and not many staff, it's hard, stressful, and unsafe.

Need to have more staff available and therefore would be able to spend more time with each patient.

Provide more activities for patients.

Provide more staff.

Sometimes it is unclear if patients have a carer, driver, family friend, mental health support or nurse with them when they come to outpatient appointments. If they were easily identified, it would support us with how to approach the patients care. We have the forget me not stickers but I rarely see them on patient notes. This would also be a huge help.

Stop moving patients round the hospital in early hours of the morning.

The use of yellow cups/ plates should be used in all wards. The "getting to know you" leaflet could be given to care homes and at hospital appointments and brought in with medications when brought into hospital.

We could do with having a day room for doing things like having a movie night or day, do crosswords or games, jigsaws so that we can give patients good overall care so that they do not feel let down or rushed. Make 'me' time that bit more special and to get loved ones or carers to bring in cherished items e.g. photos etc. so that it may trigger a memory as each and every one of them will have a story to tell. That is one of the 6 C's (approach to dementia care); we act as a listening ear. To make time for each and every one of them as they are as important as the one before them and the one after them, no matter how long it takes time wise.

We could provide more social activities and group activities for our patients to stave off their boredom and encourage them to engage with each other and communicate. However, staffing levels would need to increase to allow this.

We do very well looking after patients with dementia.

We need more staff to sit and listen and give time to these patients.

When the ward has its agreed [number] of staff, they should not be moved to other wards.

## Doctors

*No comments from doctors for your hospital.*

## Allied Healthcare Professionals

Better completion of the "getting to know you" leaflets, increased staffing enabling staff to spend more time with patients.

Better history taking from staff at admission to hospital and the ward. Sufficient numbers of staff to assist with feeding patients, with greater emphasis on care and attention i.e. checking if patients leave their food, helping rather than taking it away because it went cold. Also, actual checking to see if people are able to wash/ dress not just leaving them facing a bowl of ever cooling water/ flannel - but realising and wanting to assist by prompting if required.

Better training.

Consideration should be given to training on offer to AHPs who see patients only for short periods of time and in an outpatient or diagnostic setting.

I understand that dementia patients can appreciate certain colour schemes and lighting. I do not know whether redecoration or new signage has been considered around the trust.

It would be useful to have more theatre time allocated for patients with dementia as they often take longer than the time allocated as they often have additional needs.

More training for how to approach and deal with patients with dementia.

More training for staff - workshops, not eLearning. Better communication between wards and referrers and settings such as ours. As we are an imaging service, we get very little or no information about the patient before they arrive. Even the wards don't pass on sufficient information to enable us to engage well with individual patients.

Provide volunteers or paid assistants to occupational therapists to provide activities on healthcare of the elderly wards to patients with dementia.

## Students

By providing boxes to keep patients occupied when performing inpatient procedures.

## Therapy Assistants & Allied Healthcare Professional Assistants

*No comments from therapy assistants and allied healthcare professional assistants for your hospital.*

## Ward-based Administrators

*No comments from ward-based administrators for your hospital.*

## Other / Unknown

Staffing numbers. A separate healthcare of the elderly hospital. More community beds. Staffing is a major issue, more staff would enable better care of patients with dementia, especially those who can be aggressive or wander.



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