

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

Local report appendices for:

**James Paget Hospital**

**James Paget University Hospitals NHS Foundation Trust**

**July 2017**

Commissioned by:



**HQIP**

Healthcare Quality  
Improvement Partnership

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

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

# Table of Contents

---

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

## Introduction to the appendices

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

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

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

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

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

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

# Appendix A: Organisational checklist data

## Governance and delivery of care

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
4.1 [2]	1	A care pathway or bundle for patients with dementia is in place:			
		Yes	<b>60.8%</b> 121/199	<b>Yes</b>	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>	No
4.1 [2]	1b	<i>(If Q1=Yes or In development)</i> The dementia care pathway/ bundle is integrated within or linked to the following care pathways:			
		Delirium			
		Yes	<b>65.9%</b> 114/173	<b>Yes</b>	New question for Round 3
		Pathway in development	<b>26.6%</b> 46/173		
		Stroke			
		Yes	<b>32.9%</b> 57/173	<b>No</b>	New question for Round 3
		Pathway in development	<b>21.4%</b> 37/173		
		Fractured neck of femur			
		Yes	<b>43.6%</b> 75/172	<b>Yes</b>	New question for Round 3
Pathway in development	<b>24.4%</b> 42/172				
4.7 [2]	2	The Executive Board regularly reviews information collected on:			
	2a	Re-admissions, in which patients with dementia can be identified in the total number of patients re-admitted (y/n)	<b>31.7%</b> 63/199	<b>No</b>	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>No</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
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>No</b>	Yes
	4b	Complaints – analysed by age (y/n)	<b>52.3%</b> 104/199	<b>No</b>	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> 106/181	<b>No</b>	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> 134/199	<b>No</b>	Yes
4.11 [2]	5	There are champions for dementia at:			
	5a	Directorate level (y/n)	<b>81.9%</b> 163/199	<b>Yes</b>	No
	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, 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>Quarterly</b>	New question for Round 3	
		Bi-annually	<b>0.5%</b> 1/186			
		Quarterly	<b>30.1%</b> 56/186			
		Six-weekly	<b>4.3%</b> 8/186			
		Monthly	<b>33.3%</b> 62/186			
		Bi-monthly	<b>29%</b> 54/186			
		Weekly	<b>0.5%</b> 1/186			
		Unknown	<b>1.6%</b> 3/186			
	9b	<i>(If Q9=Yes)</i> The group includes:				
		Healthcare professionals	<b>100%</b> 186/186	√	New question for Round 3	
		Organisations e.g. Alzheimer's Society	<b>64%</b> 119/186	√		
Carer/ service user representation	<b>66.1%</b> 123/186	-				
N7a [3]	10	Ward staffing levels (nurses, midwives and care staff) are made available for the public to view on a monthly basis: (y/n)	<b>88.4%</b> 176/199	<b>Yes</b>	New question for Round 3	
	11	An evidence-based tool is used for establishing ward staffing levels: (y/n)	<b>99%</b> 197/199	<b>Yes</b>	New question for Round 3	
3.7 [1]	12	Protected mealtimes are established in all wards that admit adults with known or suspected dementia: (y/n)	<b>98%</b> 195/199	<b>Yes</b>	Yes	
	12a	<i>(If Q12=Yes)</i> Wards' adherence to protected mealtimes is reviewed and monitored: (y/n)	<b>88.7%</b> 173/195	<b>Yes</b>	Yes	
3.8 [1]	13	The hospital has in place a scheme/ programme which allows identified carers of people with dementia to visit at any time including at mealtimes (e.g. Carer's Passport): (y/n)	<b>88.9%</b> 177/199	<b>Yes</b>	New question for Round 3	

## Discharge and transfer monitoring

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

## Use of personal information documents

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	16	There is a formal system (pro-forma or template) in place in the hospital for gathering information pertinent to caring for a person with dementia: (y/n)	<b>98.5%</b> 196/199	<b>Yes</b>	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>12</b>		New question for Round 3
	Ward 2:		<b>6</b>		
	Ward 3:		<b>SSMU</b>		
	Number of patients checked:		-	<b>15</b>	New question for Round 3
	Range		<b>0-40</b>	-	-
	Median		<b>10</b>	-	-
	Number of these patients where the information was present:		-	<b>5</b>	New question for Round 3
	Percentage of patients where the information was present:		-	<b>33%</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	-		
9.13 [2]	23	The dementia lead or dementia working group collates feedback from carers on the written and verbal information provided to them: (y/n)	<b>81.9%</b> 163/199	<b>Yes</b>	New question for Round 3

## Training, learning and development

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
7.2 [2]	24	There is a training and knowledge framework or strategy that identifies necessary skill development in working with and caring for people with dementia: (y/n)	<b>95.5%</b> 190/199	<b>Yes</b>	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>No</b>	No
6.3 [3]	30a	<i>(If Q30=Yes)</i> Access to intermediate care services allows people with dementia to be admitted to intermediate care directly and avoid unnecessary hospital admission: (y/n)	<b>84.3%</b> 156/185	<b>N/A</b>	N/A
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>	No
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>No</b>	N/A
6.6 [3]	33b	<i>(If Q32=Yes)</i> This person/ team has experience of working with people with dementia and their carers: (y/n)	<b>98.4%</b> 187/190	<b>Yes</b>	N/A
6.7 [2]	34	There is a social worker or other designated person or team responsible for working with people with dementia and their carers, and providing advice and support, or directing to appropriate organisations or agencies: (y/n)	<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>	No

## Environment

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

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



## Appendix B: Patient demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
34 - 65	<b>2.2%</b> (221)	<b>1.8%</b> (1)
66 - 80	<b>24.3%</b> (2445)	<b>23.6%</b> (13)
81 - 100	<b>73%</b> (7332)	<b>74.5%</b> (41)
101 - 108	<b>0.4%</b> (39)	<b>0%</b> (0)
Unknown	<b>0.1%</b> (10)	<b>0%</b> (0)

Age	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	<b>34 - 108</b>	<b>58 - 97</b>
Mean	<b>84</b>	<b>85.1</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>27.3%</b> (15)
Female	<b>59.9%</b> (6018)	<b>72.7%</b> (40)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>82.1%</b> (8250)	<b>89.1%</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>10.9%</b> (6)

First language	National audit Round 3: % (N)	Your hospital Round 3: % (N)
English	<b>77.4%</b> (7778)	<b>94.5%</b> (52)
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>5.5%</b> (3)
Other	<b>0.6%</b> (59)	<b>0%</b> (0)

<b>Primary diagnosis/ cause of admission*</b>	<b>National audit Round 3: % (N)</b>	<b>Your hospital Round 3: % (N)</b>
Respiratory	<b>19.9%</b> (1998)	<b>29.1%</b> (16)
Fall	<b>13.3%</b> (1332)	<b>10.9%</b> (6)
Urinary/ renal	<b>9%</b> (901)	<b>7.3%</b> (4)
Hip dislocation/ hip fracture	<b>7.5%</b> (754)	<b>14.5%</b> (8)
Sepsis	<b>6.3%</b> (633)	<b>1.8%</b> (1)
Delirium/ confusion	<b>6%</b> (604)	<b>14.5%</b> (8)
Gastrointestinal	<b>5.9%</b> (595)	<b>7.3%</b> (4)
Cardiac/ vascular	<b>5.1%</b> (517)	<b>1.8%</b> (1)
Stroke	<b>3.8%</b> (380)	<b>1.8%</b> (1)
Neurological	<b>3.6%</b> (364)	<b>3.6%</b> (2)
Skin lacerations/ lesions	<b>2%</b> (204)	<b>1.8%</b> (1)
Impaired consciousness	<b>2%</b> (198)	<b>0%</b> (0)
Dementia**	<b>1.9%</b> (195)	<b>1.8%</b> (1)
Other	<b>1.9%</b> (192)	<b>0%</b> (0)
Unable to cope/ frailty	<b>1.6%</b> (160)	<b>0%</b> (0)
Dehydration	<b>1.4%</b> (143)	<b>0%</b> (0)
Haematology	<b>1.1%</b> (115)	<b>1.8%</b> (1)
Endocrine/ metabolic	<b>1.1%</b> (112)	<b>0%</b> (0)
Other fractures	<b>1%</b> (96)	<b>0%</b> (0)
Cancer	<b>0.9%</b> (94)	<b>0%</b> (0)
Surgical/ non-surgical procedure	<b>0.9%</b> (86)	<b>0%</b> (0)
Pain/ swelling	<b>0.8%</b> (85)	<b>1.8%</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: % (N)	Your hospital Round 3: % (N)
Care of the Elderly/ Complex Care	<b>41.1%</b> (4125)	<b>0%</b> (0)
General Medical	<b>23.5%</b> (2359)	<b>58.2%</b> (32)
Other Medical	<b>9.9%</b> (999)	<b>16.4%</b> (9)
Orthopaedics	<b>8.9%</b> (892)	<b>16.4%</b> (9)
Surgical	<b>6.8%</b> (681)	<b>5.5%</b> (3)
Stroke	<b>4.5%</b> (456)	<b>1.8%</b> (1)
Cardiac	<b>2.5%</b> (248)	<b>1.8%</b> (1)
Other	<b>1.4%</b> (136)	<b>0%</b> (0)
Nephrology	<b>0.5%</b> (52)	<b>0%</b> (0)
Obstetrics/ Gynaecology	<b>0.4%</b> (41)	<b>0%</b> (0)
Critical Care	<b>0.2%</b> (23)	<b>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>5.5%</b> (3)
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>1.9%</b> (1)
Received end of life care in hospital/ was on an end of life care plan	<b>13%</b> (1302)	<b>7.3%</b> (4)

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>52.7%</b> (29)
11 – 20 days	<b>25.5%</b> (2559)	<b>21.8%</b> (12)
21 – 30 days	<b>11.3%</b> (1132)	<b>12.7%</b> (7)
31 – 40 days	<b>6.7%</b> (671)	<b>7.3%</b> (4)
41 – 50 days	<b>4.2%</b> (418)	<b>3.6%</b> (2)
51 – 60 days	<b>2.3%</b> (230)	<b>0%</b> (0)
61 – 70 days	<b>1.7%</b> (168)	<b>0%</b> (0)
71 – 80 days	<b>1%</b> (102)	<b>1.8%</b> (1)
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>3-71</b>
Median (days)	<b>12</b>	<b>10</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>61.8%</b> (34)	<b>48.1%</b> (25)
Respite care	<b>0.8%</b> (80)	<b>1.6%</b> (136)	<b>1.8%</b> (1)	<b>1.9%</b> (1)
Rehabilitation	<b>0.4%</b> (37)	<b>2.4%</b> (207)	<b>0%</b> (0)	<b>1.9%</b> (1)
Psychiatric ward	<b>0.5%</b> (48)	<b>0.7%</b> (62)	<b>1.8%</b> (1)	<b>0%</b> (0)
Carer's home	<b>2.1%</b> (212)	<b>2.1%</b> (181)	<b>7.3%</b> (4)	<b>9.6%</b> (5)
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>23.6%</b> (13)	<b>26.9%</b> (14)
Nursing home	<b>19.7%</b> (1981)	<b>28.7%</b> (2511)	<b>1.8%</b> (1)	<b>9.6%</b> (5)
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>1.8%</b> (1)	<b>1.9%</b> (1)
Long stay care	<b>0.2%</b> (18)	<b>0.3%</b> (26)	<b>0%</b> (0)	<b>0%</b> (0)

Change in residence*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
No change	<b>73.4%</b> (6428)	<b>80.8%</b> (42)
Own/ carer's home to nursing/ residential care	<b>11.1%</b> (972)	<b>9.6%</b> (5)

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

## Appendix C: Casenote audit data

### Assessment

#### Multidisciplinary assessment

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
1.9 [1]	14	An assessment of mobility was performed by a healthcare professional: (y/n/could not be assessed for recorded reasons)	<b>93.8%</b> 8558/9126 (96%, 91-98%)	<b>98%</b> 49/50	-% -/-
	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>100%</b> 54/54	-% -/-
	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>75.9%</b> 41/54
		Other action taken	<b>4%</b> 352/8822 (2%, 0-5%)	<b>13%</b> 7/54	New answer options for Round 3
	Yes or other action taken	<b>89.9%</b> 7932/2288 (93%, 85-98%)	<b>88.9%</b> 48/54		
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>100%</b> 55/55	-% -/-
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>96.3%</b> 52/54	-% -/-
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>90.6%</b> 48/53	-% -/-

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>58%</b> 29/50	-% -/-
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	<b>42.8%</b> 3977/9294 (44%, 26-58%)	<b>40%</b> 20/50	New answer options for Round 3
		Yes, other	<b>1.7%</b> 161/9294 (0%, 0-2%)	<b>0%</b> 0/50	
		Yes (all options)	<b>89.8%</b> 8350/9294 (92%, 85-96%)	<b>98%</b> 49/50	

### Mental state assessment

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.3 [2]	20	Has a standardised mental status test been carried out? (y/n/could not be assessed for recorded reasons)	<b>54%</b> 4684/8682 (55%, 38-72%)	<b>72%</b> 36/50	-% -/-
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>49.1%</b> 27/55	-% -/-
		Yes, but there was no indication that delirium may be present	<b>18.5%</b> 1863/10047 (15%, 6-25%)	<b>32.7%</b> 18/55	-% -/-
		Yes (both options)	<b>44.5%</b> 4466/10047 (42%, 27-60%)	<b>81.8%</b> 45/55	-% -/-
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>85.2%</b> 23/27	-% -/-

## 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>89.1%</b> 49/55	-% -/-
	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>81.6%</b> 40/49	-% -/-
		Unknown*	<b>33.1%</b> 1865/5626 (14%, 0-44%)	<b>10.2%</b> 5/49	New answer option for Round 3
	22b	<i>(If Q22=Yes)</i> Has information been collected about the patient's food and drink preferences?			
		Yes	<b>44.1%</b> 2476/5616 (50%, 29-71%)	<b>85.7%</b> 42/49	New question for Round 3
		Unknown*	<b>34.1%</b> 1916/5616 (16%, 3-48%)	<b>8.2%</b> 4/49	
	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>91.8%</b> 45/49	-% -/-
		Unknown*	<b>29.9%</b> 1685/5631 (13%, 0-37%)	<b>6.1%</b> 3/49	New answer option for Round 3
	22d	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding recurring factors that may cause or exacerbate distress?			
		Yes	<b>32.6%</b> 1818/5583 (35%, 18-56%)	<b>22.9%</b> 11/48	-% -/-
		Unknown*	<b>37.8%</b> 2110/5583 (20%, 5-50%)	<b>20.8%</b> 10/48	New answer option for Round 3

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
1.14 [1]	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding support or actions that can calm the person if they are agitated?				
	22e	Yes	<b>28.2%</b> 1564/5539 (26%, 13-50%)	<b>18.4%</b> 9/49	-% -/-
		Unknown*	<b>39.1%</b> 2167/5539 (20%, 7-52%)	<b>65.3%</b> 32/49	New answer option for Round 3
1.15 [3]	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding life details which aid communication?				
	22f	Yes	<b>43.1%</b> 2413/5598 (50%, 25-70%)	<b>24.5%</b> 12/49	-% -/-
		Unknown*	<b>35.3%</b> 1977/5598 (17%, 3-46%)	<b>71.4%</b> 35/49	New answer option for Round 3

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



## Discharge

### Assessment before discharge

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
5.3 [2]	23	At the point of discharge the patient's level of cognitive impairment, using a standardised assessment, was summarised and recorded: (y/n)	<b>22.4%</b> 1639/7329 (17%, 9-30%)	<b>26.5%</b> 13/49	-% -/-
	23a	<i>(If 23=No)</i> Please comment:			
		Patient too unwell/ not responsive	<b>3.3%</b> 189/5690	<b>0%</b> 0/36	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> 0/36	
		Not routine/ not standard practice	<b>5.8%</b> 331/5690	<b>0%</b> 0/36	
		Not documented/ unknown reason	<b>78.1%</b> 4444/5690	<b>91.7%</b> 33/36	
	Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	<b>10.8%</b> 616/5690	<b>8.3%</b> 3/36		
	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>89.8%</b> 44/49	-% -/-
	25	Have there been any symptoms of delirium? (y/n)	<b>32.3%</b> 2367/7329 (33%, 22-41%)	<b>44.9%</b> 22/49	-% -/-
	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>68.2%</b> 15/22	-% -/-
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>38.8%</b> 19/49	-% -/-	
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>70%</b> 14/20	-% -/-	

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>89.5%</b> 17/19	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>82.4%</b> 14/17	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>21.4%</b> 3/14	
		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>71.4%</b> 10/14	
		There is no record of either consent or best interest decision making*	<b>18.3%</b> 212/1161 (14%, 0-33%)	<b>7.1%</b> 1/14	
	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>17.6%</b> 3/17	
	27a (iii)	The patients consent was requested and this is recorded	<b>29.1%</b> 142/488 (25%, 0-50%)	<b>33.3%</b> 1/3	
		There is no record of the patients consent*	<b>70.9%</b> 346/488 (75%, 50-100%)	<b>66.7%</b> 2/3	
	27a (ii & iii)	Consent or best interests (responses options combined)	<b>66.2%</b> 1091/1649 (67%, 50-86%)	<b>82.4%</b> 14/17	
		No consent or best interests (response options combined)	<b>33.8%</b> 558/1649 (33%, 14-50%)	<b>17.6%</b> 3/17	

\*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>85.7%</b> 42/49	-% -/-
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>87.2%</b> 41/47	-% -/-
	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>89.6%</b> 43/48	-% -/-
	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>59.2%</b> 29/49	-% -/-
	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>79.6%</b> 39/49	-% -/-
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>98%</b> 48/49	-% -/-
5.7 [2]	31	Are any support needs that have been identified documented in the discharge plan/ summary? (y/n/na)	<b>60.2%</b> 4211/6995 (61%, 44-79%)	<b>50%</b> 24/48	-% -/-
5.8 [1]	32	Has the patient and/ or carer received a copy of the plan/ summary? (y/n/na)	<b>80.6%</b> 5621/6975 (94%, 72-100%)	<b>97.9%</b> 47/48	-% -/-
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>91.7%</b> 44/48	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>34.4%</b> 11/32	-% -/-
	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>76.5%</b> 13/17	-% -/-
		Patient awaiting assessment	<b>9.1%</b> 190/2088	<b>0%</b> 0/17	-% -/-
		Patient awaiting history/ results	<b>6.1%</b> 127/2088	<b>5.9%</b> 1/17	-% -/-
		Patient awaiting surgery	<b>9.6%</b> 200/2088	<b>5.9%</b> 1/17	-% -/-
		Patient presenting confusion	<b>5.7%</b> 120/2088	<b>5.9%</b> 1/17	-% -/-
		Patient on end of life plan	<b>0%</b> 1/2088	<b>0%</b> 0/17	- -
		Patient being transferred to another hospital	<b>0.1%</b> 2/2088	<b>0%</b> 0/17	-% -/-
		Patient unresponsive	<b>0.3%</b> 6/2088	<b>0%</b> 0/17	-% -/-
		Patient being discharged to nursing/ residential care	<b>6.5%</b> 136/2088	<b>5.9%</b> 1/17	-% -/-
		Not recorded	-	-	-% -/-
Other	<b>0%</b> 0/2088	<b>0%</b> 0/17	-% -/-		

## 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>12.2%</b> 6/49	-% -/-
		24 hours	<b>12.2%</b> 897/7329	<b>8.2%</b> 4/49	-% -/-
		25 - 48 hours	<b>14.7%</b> 1075/7329	<b>14.3%</b> 7/49	-% -/-
		More than 48 hours	<b>27.1%</b> 1985/7329	<b>28.6%</b> 14/49	-% -/-
		No notice at all	<b>0.5%</b> 35/7329	<b>2%</b> 1/49	-% -/-
		Not documented	<b>24.2%</b> 1770/7329	<b>32.7%</b> 16/49	-% -/-
		No carer, family, friend/ could not contact	<b>1.8%</b> 132/7329	<b>2%</b> 1/49	-% -/-
		Patient specified information withheld	<b>0%</b> 3/7329	<b>0%</b> 0/49	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>96.9%</b> 31/32	-% -/-

## Appendix D: Carer demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
18 – 24 years	<b>1%</b> (48)	<b>4.3%</b> (1)
25 – 34 years	<b>2.9%</b> (133)	<b>0%</b> (0)
35 – 44 years	<b>5.6%</b> (259)	<b>0%</b> (0)
45 – 54 years	<b>16.2%</b> (749)	<b>4.3%</b> (1)
55 – 64 years	<b>25.8%</b> (1193)	<b>26.1%</b> (6)
65 – 74 years	<b>20.8%</b> (960)	<b>34.8%</b> (8)
75 – 84 years	<b>19.1%</b> (885)	<b>26.1%</b> (6)
85 years or over	<b>7.4%</b> (343)	<b>4.3%</b> (1)
Prefer not to say	<b>1.2%</b> (56)	<b>0%</b> (0)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>30.6%</b> (1413)	<b>39.1%</b> (9)
Female	<b>68.1%</b> (3150)	<b>60.9%</b> (14)
Other	<b>0.1%</b> (4)	<b>0%</b> (0)
Prefer not to say	<b>1.2%</b> (57)	<b>0%</b> (0)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>88.4%</b> (4079)	<b>95.7%</b> (22)
Black/ Black British	<b>3%</b> (140)	<b>0%</b> (0)
Asian/ Asian British	<b>3.3%</b> (152)	<b>0%</b> (0)
Mixed	<b>1%</b> (44)	<b>0%</b> (0)
Chinese	<b>0.2%</b> (9)	<b>0%</b> (0)
Other	<b>1.4%</b> (64)	<b>0%</b> (0)
Prefer not to say	<b>2.7%</b> (124)	<b>4.3%</b> (1)

Relationship to patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Spouse or partner	<b>33.5%</b> (1558)	<b>47.8%</b> (11)
Family member	<b>55.9%</b> (2597)	<b>43.5%</b> (10)
Friend	<b>4.4%</b> (203)	<b>4.3%</b> (1)
Professional carer (health or social care)	<b>5.4%</b> (249)	<b>4.3%</b> (1)
Other	<b>0.9%</b> (41)	<b>0%</b> (0)

One of main carers for patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Yes	<b>77.8%</b> (3356)	<b>77.3%</b> (17)

## Appendix E: Carer questionnaire data

### Patient care

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
9.3 [1]	1	Do you feel that hospital staff were well informed and understood the needs of the person you look after?	
		<b>46.5%</b> 2130/4578	<b>47.8%</b> 11/23
		<b>43.3%</b> 1980/4578	<b>43.5%</b> 10/23
		<b>10.2%</b> 468/4578	<b>8.7%</b> 2/23
7.4 [2]	2	Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after?	
		<b>54.2%</b> 2489/4592	<b>59.1%</b> 13/22
		<b>36.4%</b> 1672/4592	<b>31.8%</b> 7/22
		<b>9.4%</b> 431/4592	<b>9.1%</b> 2/22
1.14 [1]	3	Was the person you look after given enough help with personal care from hospital staff? <i>For example, eating, drinking, washing and using the toilet.</i>	
		<b>55.4%</b> 2456/4433	<b>57.1%</b> 12/21
		<b>34.2%</b> 1515/4433	<b>38.1%</b> 8/21
		<b>10.4%</b> 462/4433	<b>4.8%</b> 1/21
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?	
		<b>76%</b> 3471/4569	<b>77.3%</b> 17/22
		<b>20.8%</b> 952/4569	<b>18.2%</b> 4/22
		<b>3.2%</b> 146/4569	<b>4.5%</b> 1/22

## 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>43.5%</b> 10/23
		Yes, to some extent	<b>40.4%</b> 1843/4566	<b>47.8%</b> 11/23
		No	<b>17.8%</b> 815/4566	<b>8.7%</b> 2/23
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>43.5%</b> 10/23
		Yes, to some extent	<b>36.4%</b> 1637/4497	<b>39.1%</b> 9/23
		No	<b>16.1%</b> 722/4497	<b>17.4%</b> 4/23
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>52.2%</b> 12/23
		Yes, to some extent	<b>34.5%</b> 1563/4524	<b>21.7%</b> 5/23
		No	<b>20.1%</b> 908/4524	<b>26.1%</b> 6/23



## Overall

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
	8	Overall, how would you rate the care received by the person you look after during the hospital stay?	
		<b>34.5%</b> 1602/4645	<b>43.5%</b> 10/23
		<b>33.9%</b> 1575/4645	<b>21.7%</b> 5/23
		<b>17%</b> 790/4645	<b>21.7%</b> 5/23
		<b>9.6%</b> 446/4645	<b>4.3%</b> 1/23
		<b>5%</b> 232/4645	<b>8.7%</b> 2/23
	9	How likely would you be to recommend the service to friends and family if they needed similar care or treatment?	
		<b>42.5%</b> 1933/4544	<b>36.4%</b> 8/22
		<b>34.1%</b> 1551/4544	<b>31.8%</b> 7/22
		<b>14.3%</b> 648/4544	<b>18.2%</b> 4/22
		<b>4.8%</b> 220/4544	<b>9.1%</b> 2/22
		<b>4.2%</b> 192/4544	<b>4.5%</b> 1/22

## Support for the carer

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
	10	Overall, how satisfied are you with the support <b>you</b> have received from this hospital to help you in your role as a carer?	
		<b>50.3%</b> 2204/4379	<b>40.9%</b> 9/22
		<b>34%</b> 1487/4379	<b>45.5%</b> 10/22
		<b>9.9%</b> 434/4379	<b>9.1%</b> 2/22
		<b>5.8%</b> 254/4379	<b>4.5%</b> 1/22

## 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>42%</b> (42)
26 - 50%	<b>25.6%</b> (3651)	<b>32%</b> (32)
51 - 75%	<b>24.4%</b> (3489)	<b>17%</b> (17)
More than 75%	<b>18.1%</b> (2588)	<b>9%</b> (9)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>15.7%</b> (2260)	<b>18.8%</b> (19)
Female	<b>83.2%</b> (11954)	<b>80.2%</b> (81)
Other	<b>0.2%</b> (34)	<b>0%</b> (0)
Prefer not to say	<b>0.8%</b> (113)	<b>1%</b> (1)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>79.9%</b> (11467)	<b>85.1%</b> (86)
Black/ Black British	<b>4.1%</b> (594)	<b>0%</b> (0)
Asian/ Asian British	<b>8%</b> (1150)	<b>9.9%</b> (10)
Mixed	<b>1.3%</b> (183)	<b>1%</b> (1)
Chinese	<b>0.5%</b> (73)	<b>0%</b> (0)
Other	<b>4.5%</b> (646)	<b>2%</b> (2)
Prefer not to say	<b>1.7%</b> (241)	<b>2%</b> (2)

Job role	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Registered nurse (Band 5 or 6)	<b>29.9%</b> (4300)	<b>35.6%</b> (36)
Registered nurse (Band 7 or above)	<b>12.7%</b> (1831)	<b>14.9%</b> (15)
Healthcare assistant	<b>23.1%</b> (3324)	<b>17.8%</b> (18)
Doctor	<b>11.5%</b> (1645)	<b>14.9%</b> (15)
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>3%</b> (3)
Student	<b>2.3%</b> (332)	<b>0%</b> (0)
Ward based administrators	<b>4%</b> (571)	<b>5%</b> (5)
Other/ unknown	<b>1.9%</b> (279)	<b>0%</b> (0)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	<b>13%</b> (1866)	<b>12.9%</b> (13)
30 hours or more	<b>87%</b> (12458)	<b>87.1%</b> (88)

<b>Time worked in the hospital</b>	<b>National audit Round 3: % (N)</b>	<b>Your hospital Round 3: % (N)</b>
Less than 6 months	<b>8%</b> (1148)	<b>4%</b> (4)
6 - 11 months	<b>9.5%</b> (1364)	<b>4%</b> (4)
1 - 2 years	<b>15.6%</b> (2242)	<b>12.9%</b> (13)
3 - 5 years	<b>16.4%</b> (2350)	<b>8.9%</b> (9)
6 - 10 years	<b>15.9%</b> (2283)	<b>16.8%</b> (17)
11 - 15 years	<b>12.1%</b> (1739)	<b>15.8%</b> (16)
More than 15 years	<b>22.4%</b> (3205)	<b>37.6%</b> (38)

## 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>47.4%</b> 46/97	<b>70.1%</b> 68/97
		Yes, most of the time	<b>32.9%</b> 4614/14024		<b>22.7%</b> 22/97	
		Yes, sometimes	<b>26.8%</b> 3760/14024	-	<b>26.8%</b> 26/97	-
		No	<b>11.6%</b> 1624/14024	-	<b>3.1%</b> 3/97	-
	1b	Out of office hours				
		Yes, always	<b>7.8%</b> 874/11207	<b>23.5%</b> 2637/11207	<b>13.2%</b> 10/76	<b>17.1%</b> 13/76
		Yes, most of the time	<b>15.7%</b> 1763/11207		<b>3.9%</b> 3/76	
		Yes, sometimes	<b>27.9%</b> 3129/11207	-	<b>18.4%</b> 14/76	-
No		<b>48.6%</b> 5441/11207	-	<b>64.5%</b> 49/76	-	

## 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>11.3%</b> 11/97
		<b>53.2%</b> 7030/13205	<b>83.5%</b> 81/97
		<b>5.4%</b> 713/13205	<b>5.2%</b> 5/97
		<b>7.7%</b> 1018/13205	<b>7.2%</b> 7/97
		<b>7.3%</b> 961/13205	<b>7.2%</b> 7/97
		<b>17.3%</b> 2278/13205	<b>11.3%</b> 11/97
	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>44.6%</b> 37/83
		<b>50.5%</b> 5390/10670	<b>50.6%</b> 42/83
	<b>7.3%</b> 778/10670	<b>4.8%</b> 4/83	

## 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>24.8%</b> 25/101	<b>70.3%</b> 71/101
		Yes, most of the time	<b>38.5%</b> 5525/14345		<b>45.5%</b> 46/101	
		Yes, sometimes	<b>33%</b> 4734/14345	-	<b>23.8%</b> 24/101	-
		No	<b>7.1%</b> 1014/14345	-	<b>5.9%</b> 6/101	-
	3a	Do you have the opportunity to use this information to help you care for/ support people with dementia?				
		Yes, always	<b>26.6%</b> 3549/13329	<b>67.5%</b> 9003/13329	<b>31.6%</b> 30/95	<b>75.8%</b> 72/95
		Yes, most of the time	<b>40.9%</b> 5454/13329		<b>44.2%</b> 42/95	
		Yes, sometimes	<b>30.6%</b> 4074/13329	-	<b>22.1%</b> 21/95	-
		No	<b>1.9%</b> 252/13329	-	<b>2.1%</b> 2/95	-
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>28.7%</b> 29/101	<b>62.4%</b> 63/101
		Yes, most of the time	<b>33.2%</b> 4759/14333		<b>33.7%</b> 34/101	
		Yes, sometimes	<b>27.3%</b> 3913/14333	-	<b>23.8%</b> 24/101	-
	No	<b>10.6%</b> 1516/14333	-	<b>13.9%</b> 14/101	-	

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	
7.12 [1]	6	As a team, how often do you talk about the way you care for/ support people with complex needs (including dementia)?		
		Frequently	<b>49.8%</b> 6203/12457	<b>47.3%</b> 43/91
		Occasionally	<b>37.2%</b> 4636/12457	<b>38.5%</b> 35/91
		Almost Never	<b>9.7%</b> 1210/12457	<b>11%</b> 10/91
		Never	<b>3.3%</b> 408/12457	<b>3.3%</b> 3/91

## Patient care and nutrition

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
3.8 [1]	7	Can carers of people with dementia visit at any time on the ward(s) you work on? <i>i.e. visits are not limited to normal visiting hours and may include mealtimes.</i>				
		Yes, always	<b>51.2%</b> 6131/11978	<b>78.5%</b> 9402/11978	<b>61.2%</b> 52/85	<b>87.1%</b> 74/85
		Yes, most of the time	<b>27.3%</b> 3271/11978		<b>25.9%</b> 22/85	
		Yes, sometimes	<b>16.1%</b> 1927/11978	-	<b>10.6%</b> 9/85	-
		No	<b>5.4%</b> 649/11978	-	<b>2.4%</b> 2/85	-
7.18 [1]	8	Do you think that the people with dementia you care for/ support, have their nutritional needs met while on the ward(s) you work on?				
		Yes, always	<b>25.9%</b> 3181/12263	<b>76.1%</b> 9330/12263	<b>32.6%</b> 29/89	<b>84.3%</b> 75/89
		Yes, most of the time	<b>50.1%</b> 6149/12263		<b>51.7%</b> 46/89	
		Yes, sometimes	<b>19.2%</b> 2357/12263	-	<b>13.5%</b> 12/89	-
		No	<b>4.7%</b> 576/12263	-	<b>2.2%</b> 2/89	-

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>16.4%</b> 11/67	<b>70.1%</b> 47/67
		Yes, most of the time	<b>47.6%</b> 4352/9148		<b>53.7%</b> 36/67	
		Yes, sometimes	<b>18.7%</b> 1708/9148	-	<b>23.9%</b> 16/67	-
		No	<b>3.3%</b> 303/9148	-	<b>6%</b> 4/67	-
	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>0%</b> 0/67	<b>35.8%</b> 24/67
		Yes, most of the time	<b>27.5%</b> 2516/9143		<b>35.8%</b> 24/67	
		Yes, sometimes	<b>42.5%</b> 3887/9143	-	<b>38.8%</b> 26/67	-
		No	<b>19.3%</b> 1763/9143	-	<b>25.4%</b> 17/67	-
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>19.4%</b> 13/67	<b>49.3%</b> 33/67
		Yes, most of the time	<b>32.5%</b> 2942/9047		<b>29.9%</b> 20/67	
		Yes, sometimes	<b>27.7%</b> 2506/9047	-	<b>34.3%</b> 23/67	-
	No	<b>23.5%</b> 2125/9047	-	<b>16.4%</b> 11/67	-	



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>27%</b> 17/63	<b>66.7%</b> 42/63
		Yes, most of the time	<b>39.3%</b> 3456/8788		<b>39.7%</b> 25/63	
		Yes, sometimes	<b>16.8%</b> 1476/8788	-	<b>12.7%</b> 8/63	-
		No	<b>15.6%</b> 1368/8788	-	<b>20.6%</b> 13/63	-
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>35.9%</b> 23/64	<b>68.8%</b> 44/64
		Yes, most of the time	<b>27.2%</b> 2398/8822		<b>32.8%</b> 21/64	
		Yes, sometimes	<b>22.5%</b> 1983/8822	-	<b>28.1%</b> 18/64	-
		No	<b>12.3%</b> 1085/8822	-	<b>3.1%</b> 2/64	-
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>38.2%</b> 26/68	<b>72.1%</b> 49/68
		Yes, most of the time	<b>28.7%</b> 2615/9119		<b>33.8%</b> 23/68	
		Yes, sometimes	<b>20.7%</b> 1886/9119	-	<b>22.1%</b> 15/68	-
		No	<b>6.1%</b> 558/9119	-	<b>5.9%</b> 4/68	-
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>48.5%</b> 33/68	<b>76.5%</b> 52/68
		Yes, most of the time	<b>33.4%</b> 3039/9090		<b>27.9%</b> 19/68	
		Yes, sometimes	<b>15.5%</b> 1408/9090	-	<b>13.2%</b> 9/68	-
		No	<b>4.9%</b> 444/9090	-	<b>10.3%</b> 7/68	-

## 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 James Paget Hospital are provided.

<b>Registered Nurses (Band 5 or 6)</b>
A purpose-built ward to provide dementia care with qualified staff and experienced assistants (like memory lane). Dementia is a specialist area that needs time and support. On a day to day mixed ward, patients with dementia do not always get this.
Additional staff to give dementia patients the time they need and to allow them to walk around the ward if they would like i.e. additional senior/ cafés etc.
Additional staffing when there is patient with challenging behaviour.
Additional staffing, 1:1 staffing for challenging behaviour patients.
All aspects of care, including care for those with dementia, would benefit from increased funding to provide more staff, education and resources. With the current restraints the NHS works within, possibly more education regarding strategies to support patients and their carers.
Dementia support nurse to be allocated to wards where there are more than two dementia patients being cared for. Families also need to help us with gaining information about the patient.
Ensuring that staff know what the patient normally likes to do at home so we can offer a particular style of book/ magazine/ ask relative to bring in jigsaw/ games etc. I see many patients who have a quiet nature and also dementia that sit all day, looking sad with nothing to occupy their mind and keep them stimulated and content.
For dementia liaison to be available out of hours. Not to transfer patients with dementia after teatime.
I feel that a specialist unit for patients with quite severe dementia would be helpful. Having patients with dementia with other patients, can seem somewhat unkind to both patients as their needs often differ.
Ideally the development of a ward area where patients with dementia could be nursed separately to non-dementia patients. Appropriate dementia trained staff could be provided. Patients on normal wards do get forgotten as nurses are often are dealing with acutely ill patients at the same time and cannot observe patients with dementia, placing these patients at higher risk of falls and the risk of dementia patients leaving ward areas unobserved.
Improved discharge planning to allow people to be assessed in their own environment for support or quicker access to pre-screen/ assessments to allow placement if needed.
Improvements to the environment, less equipment on ward corridors, better signage and contrasting colours to identify different areas on a ward.
Increased staffing, quiet areas, free training.
Keep continuity. Avoid changes where possible regarding staff and surroundings.
Maybe a new ward for care of dementia patients.
More access to 1:1 staff for those who require direct supervision.
More in depth training for all levels of staff.
More staff to sit with patients who are confused, wandering, agitated, high risk of falls, poor oral intake. With more staff to provide support, their overall hospital experience would be less distressing and may improve length of stay as oral intake would improve.
Need a specialised dementia ward. Can be very difficult to look after dementia patients when they need much attention when you have 10 to 12 other patients to look after.

## Registered Nurses (Band 5 or 6)

Not to mix with non-dementia patients; it upsets both. Patients with dementia need special care and plenty of time.

Send patients to a more appropriate environment more quickly.

Severe staff shortages in the ward/ NHS mean all patients are now only receiving the bare minimum of care. No time to get to know the patients or adapt care to meet their needs. We feed them and assist them but unable to create conducive atmosphere to trigger awareness of need to eat/ mealtime. No space for dining table or communal eating which may prompt and benefit these patients.

Specialist environment i.e. memory room.

Supplying primary coloured cups/ beakers/ cutlery/ plates. Providing more snacks for all food consistencies. Bring back dementia and intensive support team into the hospital setting - more support for the mental health nurses who can't see all the patients due to the high volume of referrals.

They can create a group of trained people to give some support on wards. We are always short staffed and it's very difficult to give the proper attention and answer all the needs of patients with dementia. We need more [illegible], I think we had [illegible] work/ looking after patients with dementia. They have complex needs and need a lot of attention and care and we have not had enough training and support, and time, as well, to care for [and provide] the best support to them!

We need more staff to work on ward. Most of the time, patients with dementia need supervision one to one and it is impossible on 90% of the days.

Weekend dementia team support.

## Registered Nurses (Band 7 or above)

Availability of staff/ volunteers to spend time with patients to reassure/ support them in environment that is alien to them.

Consistent approach across the trust to prevent confusion for relatives. More dementia awareness through compulsory interactive training with scenario based activities for clinicians to improve their interactions with dementia patients and be more aware of a variety of approaches that can be used effectively to minimise distress, ensure good quality pain control, increase compliance with care needs and improve dietary intake.

Ensure open visiting for vulnerable patients AND TO STOP MOVING patients with dementia ward to ward as this heightens the patients' anxiety, which is then expressed through challenging behaviour which of course puts a strain on ward resources and comfort of other patients. Patients with[out dementia] should be the first moved as they will be able to understand the rationale of the move and why others are not able to be moved.

Improve the environment for a better experience. Better flooring and lighting, better signage and more access to gardens. Introduction of interactive activities.

More colour coded pictorial signs for toilets etc.

More support within the emergency department and the emergency admissions unit. Additional information within the outpatient setting.

Staff availability to sit with patients, especially if a patient 'walks' and is at risk of falling. Activities - non-nursing staff to stimulate and motivate, simple games, memory boxes, films from their generation etc. Liaise with our community colleagues to get patients out of hospital ASAP when medically fit for discharge. Acute hospitals are not good places to be if you have dementia and to retain any form of independence, we need to discharge as soon as safe. The issue of lack of social care, needs to be escalated far above the local services and brought to the attention of the health secretary who is accountable for NHS beds and their use.

## Registered Nurses (Band 7 or above)

Stop moving patients around the hospital! It should be embedded best practice not to do this but the hospital at night team always move the most vulnerable.

To ensure they have the time needed to deliver specific care.

To have enhanced supervision available for patients with dementia who are prone to wandering. To have a ward area where patients with dementia can be cared for within a secure nurturing environment, such as an enclosed garden, seating area outside, door security. To expedite the transfer of dementia patients to wards from the emergency areas. To utilise integrated care and community systems to prevent admissions of this group of patients into hospital, or to expedite transfers back to their own environment.

We have a ward area that is currently used as an overspill ward that could be used for patients with dementia. It has an outside garden space where patients could walk around in a natural environment. The doors to the ward could have a keypad to promote patient safety. The environment would be more conducive to supporting and caring, with a higher ratio of carers to qualified staff.

We need to improve the environment to support patients with dementia. Use of colour and quiet areas.

## Healthcare Assistants

Have a specialised ward for them, or have specially trained staff on hand to care for them. We may have a calm ward. By rights, all staff should have training because they can be quite difficult to handle, even lashing out on staff when they become confused. Does the care quality commission know that staff are not adequately trained to deal with dementia patients - so that they might be able to help in some way?

A more in depth training session for new starters as the current one is just a snippet of what it is really like, there are all types of dementia and new employees need to be told about these as some forms are violent like Lewy Bodies dementia. To be trained in the different types would make things a little easier and for handovers to have what type the patient has would be much more helpful so you would know what to expect when treating and dealing with individuals, as some need more support than others.

By not moving dementia patients around the hospital to accommodate bed spaces. It is not acceptable and can agitate the patient and disorientate them even more, especially if they have been on the ward for a while.

Employ more staff to work on a very busy ward such as orthopaedics trauma so we can provide more time and care for people with dementia/ confusion. We need to stop worrying that we have adequate numbers on the ward when we clearly don't when we have a high dependency of patients that mostly need 1 to 1 :( I personally think we need to allocate a few members of extra staff to support dementia patients i.e. help with fluids and food and spend time with them and not make dementia patients feel rushed into eating their meal :(

Fill in passports properly so we actually know our dementia patients!! Clinical is never stopped during mealtimes and staffing is always at a dangerous low. Dangerous to staff and patients. Needs fixing ASAP!

Have additional staff when there are many dementia patients on the ward so staff are able to provide more person centred care.

Hospital passports or more "about me" booklets being filled in. Care homes letting us know what patients like/ dislike. Relatives who are able to sit with patients should be encouraged to visit more.

I believe that this trust works well to care for their patients that have dementia. The only thing that I do get frustrated about being a dementia champion, is that there is no time to do activities with them. We have memory boxes and activities for the dementia patient to access and do, but time is not available to spend with them to do them. Sometimes all they want is someone to be with them and doing things.

I think the training which we get at the beginning of our employment should be longer - it tells us the basics but not the different types of dementia and how people react and deal with it, I done an in depth

## Healthcare Assistants

course on dementia outside of the hospital and it helped me tremendously and I've been able to convey some of my training onto others just by explaining the different types so although the training is good I think it should be longer and explained a little more to up and coming staff - it will help them greatly. Some staff don't realise the needs of people with dementia and finding out as much as you can from relatives and "all about me" booklets can help greatly. Also, they may need assistance eating and if families or carers can assist with that then they should be allowed to. Also, all staff should be told when someone needs assistance with meals and if they have any special dietary needs.

Improve communication between wards when dementia patients are being transferred.

It would be easier if people with dementia would have their own bay/ ward with more staff who are trained to help them.

More time should be spent on individual dementia patients according to their needs. More activities and sing songs would help. Employing people who have more knowledge/ patience to accommodate them.

More training for staff.

More training, especially when sometimes they are aggressive and we have no formal training to deal with situations.

More training.

We need extra staff, some need one to one and we don't have the staff so this means all patients suffer.

## Doctors

Dementia care be part of mandatory training.

Doctors need to have their diagnostic skills used more in the diagnostic pathway.

Make it clearer at the bed end who has got dementia.

Maybe a "dementia outreach team" as a "flying Squad" to support clinics and the emergency department.

More rapid mental health nurse/ mental health team review. Availability of psycho-geriatrician.

More support for the nursing staff in the wards dealing with dementia patients, even out of hours. To have a dementia ward where all patients will be cared for by a trained team dealing with dementia patients. Relatives and carers to be encouraged more to take part in patients care.

We have an excellent dementia team who encourage and support us to complete the dementia care bundle. There is a very high profile for dementia in this trust. I do not feel at all supported by the mental health liaison team to formalise a diagnosis or support in any other way we feel necessary.

## Allied Healthcare Professionals

Encourage outpatients departments to have a dementia friendly area in the waiting area, similar to the way in which a child friendly area was introduced several years ago.

Ensuring that a care worker/ support worker is available to escort patients when they have to attend x-ray, ensuring continued support.

I am currently looking at using hospital volunteers to provide one to one support to patients that may be finding the ward a lonely or frightening place to be. I feel that the hospital could improve their care of these patients by viewing their needs holistically. We had a rehab ward up until recently and here we involved patients (that wanted to) with folding sheets, making the bed etc. We also ran activity groups.

## Allied Healthcare Professionals

I think the whole of the NHS faces the same issues with staffing levels and funding. Increased staffing levels would mean that patients with special needs could be looked after more. However, there is no big pot of money that is going to come our way which means staffing is always going to be inadequate to support all patients adequately. Currently we do not have a care of the elderly ward. This may be a more appropriate place for some of our dementia patients rather than a general medical ward.

It is necessary for those that have received the training to be working alongside patients with dementia (i.e. covering the bay the patient is in).

Our in-house dementia service is excellent and always at hand during working hours (Monday-Friday, 8am-4pm) with a quick response time. They are supportive of staff and regularly hold events to increase awareness for staff and hospital visitors. It is often difficult to get in touch with the community services and while we have good support within one county (Suffolk), the resources available for our Norfolk patients is significantly less. Furthermore, we currently have NO community beds who are willing to accept patients with dementia meaning that if a patient with dementia attends hospital, there are no other community alternatives for them prior to going back home (if this appropriate).

Robust procedures for timely and effective medicines reconciliation to prevent medication related incidents.

## Students

*No comments from students for your hospital.*

## Therapy Assistants & Allied Healthcare Professional Assistants

Provide a well-staffed specialist dementia ward for patients who become very agitated/ frustrated on normal wards. Provide small activities they can be involved in and [allow to] securely walk around.

## Ward-based Administrators

More nursing staff.

## Other / Unknown

*No comments from other staff for your hospital.*



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

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

© Healthcare Quality Improvement Partnership Ltd. (HQIP) 2017

[www.nationalauditofdementia.org.uk](http://www.nationalauditofdementia.org.uk)

[nad@rcpsych.ac.uk](mailto:nad@rcpsych.ac.uk)