

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

**Local report appendices for:**

**The Princess Alexandra Hospital, Essex**

**The Princess Alexandra Hospital NHS Trust**

**July 2017**

**Commissioned by:**

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

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

# 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>No</b>	In development
		In development	<b>26.1%</b> 52/199		
4.2 [2]	1a	<i>(If Q1=Yes or In development)</i> A senior clinician is responsible for implementation and/ or review of the care pathway: (y/n)	<b>97.1%</b> 168/173	<b>N/A</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>N/A</b>	New question for Round 3
		Pathway in development	<b>26.6%</b> 46/173		
		Stroke			
		Yes	<b>32.9%</b> 57/173	<b>N/A</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>N/A</b>	New question for Round 3
		Pathway in development	<b>24.4%</b> 42/172		
4.7 [2]	2	The Executive Board regularly reviews information collected on:			
	2a	Re-admissions, in which patients with dementia can be identified in the total number of patients re-admitted (y/n)	<b>31.7%</b> 63/199	<b>No</b>	No
	2b	Delayed discharge/ transfers, in which patients with dementia can be identified in the total number of patients with delayed discharge/ transfers (y/n)	<b>31.7%</b> 63/199	<b>No</b>	No
4.4 [2]	3	The Executive Board regularly reviews the number of in-hospital falls and the breakdown of the immediate causes, in which patients with dementia can be identified (y/n)	<b>60.3%</b> 120/199	<b>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	
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>	No
	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>No</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>No</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>	No
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>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>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>	No
	17a	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes personal details, preferences and routines: (y/n)	<b>100%</b> 196/196	<b>Yes</b>	N/A
	17b	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes reminders or support with personal care: (y/n)	<b>98.5%</b> 193/196	<b>Yes</b>	N/A
	17c	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes recurring factors that may cause or exacerbate distress: (y/n)	<b>100%</b> 196/196	<b>Yes</b>	N/A
	17d	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes support or actions that can calm the person if they are agitated: (y/n)	<b>99%</b> 194/196	<b>Yes</b>	N/A
1.15 [3]	17e	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes life details which aid communication: (y/n)	<b>99.5%</b> 195/196	<b>Yes</b>	N/A
1.14 [1]	18	<i>(If Q16=Yes)</i> Information collected by the pro-forma includes how the person with dementia communicates with others/ understands communication: (y/n)	<b>99.5%</b> 195/196	<b>Yes</b>	New question for Round 3



Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	19	(If Q16=Yes) The form prompts staff to approach carers or relatives to collate necessary information: (y/n)	<b>93.4%</b> 183/196	<b>Yes</b>	N/A
20	Documenting use of personal information in practice: Hospitals selected three wards ( <b>not</b> mental health wards) which had the highest admissions of people with dementia. 10 patients in these wards were checked to see if the personal information document was present. Included were patients with dementia who needed a personal information document such as "This is Me" (any patients with dementia who did not require a personal information document were excluded).				
	Ward 1:		<b>LISTER WARD-complex elderly care</b>		New question for Round 3
	Ward 2:		<b>Henry moore-complex elderly care</b>		
	Ward 3:		<b>Ray ward-elderly care</b>		
	Number of patients checked:		-	<b>22</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>8</b>	New question for Round 3
	Percentage of patients where the information was present:		-	<b>36%</b>	New question for Round 3
	Range		<b>0-100%</b>	-	-
	Mean		<b>49%</b>	-	-
	Median		<b>50%</b>	-	-

## Recognition of dementia

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

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

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
N3b [2]	35	The hospital can provide finger foods for people with dementia (please select one option only):			New question for Round 3
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery (finger food) on every day	<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>1.9%</b> (1)
66 - 80	<b>24.3%</b> (2445)	<b>22.6%</b> (12)
81 - 100	<b>73%</b> (7332)	<b>75.5%</b> (40)
101 - 108	<b>0.4%</b> (39)	<b>0%</b> (0)
Unknown	<b>0.1%</b> (10)	<b>0%</b> (0)

Age	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	<b>34 - 108</b>	<b>62 - 94</b>
Mean	<b>84</b>	<b>84</b>
Median	<b>85</b>	<b>84</b>

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>40.1%</b> (4029)	<b>43.4%</b> (23)
Female	<b>59.9%</b> (6018)	<b>56.6%</b> (30)

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>1.9%</b> (1)
Other	<b>12.4%</b> (1250)	<b>5.7%</b> (3)

First language	National audit Round 3: % (N)	Your hospital Round 3: % (N)
English	<b>77.4%</b> (7778)	<b>94.3%</b> (50)
Welsh	<b>0.6%</b> (61)	<b>0%</b> (0)
Other European language	<b>1%</b> (96)	<b>0%</b> (0)
Asian language	<b>1.4%</b> (144)	<b>0%</b> (0)
Not documented	<b>19%</b> (1909)	<b>5.7%</b> (3)
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>11.3%</b> (6)
Fall	<b>13.3%</b> (1332)	<b>26.4%</b> (14)
Urinary/ renal	<b>9%</b> (901)	<b>5.7%</b> (3)
Hip dislocation/ hip fracture	<b>7.5%</b> (754)	<b>3.8%</b> (2)
Sepsis	<b>6.3%</b> (633)	<b>0%</b> (0)
Delirium/ confusion	<b>6%</b> (604)	<b>5.7%</b> (3)
Gastrointestinal	<b>5.9%</b> (595)	<b>7.5%</b> (4)
Cardiac/ vascular	<b>5.1%</b> (517)	<b>5.7%</b> (3)
Stroke	<b>3.8%</b> (380)	<b>0%</b> (0)
Neurological	<b>3.6%</b> (364)	<b>3.8%</b> (2)
Skin lacerations/ lesions	<b>2%</b> (204)	<b>3.8%</b> (2)
Impaired consciousness	<b>2%</b> (198)	<b>13.2%</b> (7)
Dementia**	<b>1.9%</b> (195)	<b>0%</b> (0)
Other	<b>1.9%</b> (192)	<b>1.9%</b> (1)
Unable to cope/ frailty	<b>1.6%</b> (160)	<b>0%</b> (0)
Dehydration	<b>1.4%</b> (143)	<b>3.8%</b> (2)
Haematology	<b>1.1%</b> (115)	<b>3.8%</b> (2)
Endocrine/ metabolic	<b>1.1%</b> (112)	<b>1.9%</b> (1)
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>1.9%</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>41.5%</b> (22)
General Medical	<b>23.5%</b> (2359)	<b>30.2%</b> (16)
Other Medical	<b>9.9%</b> (999)	<b>11.3%</b> (6)
Orthopaedics	<b>8.9%</b> (892)	<b>3.8%</b> (2)
Surgical	<b>6.8%</b> (681)	<b>3.8%</b> (2)
Stroke	<b>4.5%</b> (456)	<b>7.5%</b> (4)
Cardiac	<b>2.5%</b> (248)	<b>0%</b> (0)
Other	<b>1.4%</b> (136)	<b>1.9%</b> (1)
Nephrology	<b>0.5%</b> (52)	<b>0%</b> (0)
Obstetrics/ Gynaecology	<b>0.4%</b> (41)	<b>0%</b> (0)
Critical Care	<b>0.2%</b> (23)	<b>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>18.9%</b> (10)
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>9.3%</b> (4)
Received end of life care in hospital/ was on an end of life care plan	<b>13%</b> (1302)	<b>15.1%</b> (8)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
2 - 10 days	<b>45.3%</b> (4553)	<b>50.9%</b> (27)
11 – 20 days	<b>25.5%</b> (2559)	<b>18.9%</b> (10)
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>7.5%</b> (4)
51 – 60 days	<b>2.3%</b> (230)	<b>5.7%</b> (3)
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>2-59</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>54.7%</b> (29)	<b>44.2%</b> (19)
Respite care	<b>0.8%</b> (80)	<b>1.6%</b> (136)	<b>0%</b> (0)	<b>2.3%</b> (1)
Rehabilitation	<b>0.4%</b> (37)	<b>2.4%</b> (207)	<b>0%</b> (0)	<b>2.3%</b> (1)
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>20.8%</b> (11)	<b>20.9%</b> (9)
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>7.5%</b> (4)	<b>9.3%</b> (4)
Nursing home	<b>19.7%</b> (1981)	<b>28.7%</b> (2511)	<b>17</b> (9)	<b>14%</b> (6)
Palliative care	<b>0%</b> (5)	<b>0.6%</b> (54)	<b>0</b> (0)	<b>2.3%</b> (1)
Transfer from another hospital	<b>1.4%</b> (145)	<b>3.9%</b> (343)	<b>0%</b> (0)	<b>4.7%</b> (2)
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>86%</b> (37)
Own/ carer's home to nursing/ residential care	<b>11.1%</b> (972)	<b>2.3%</b> (1)

\*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>89.6%</b> 43/48	97.5% 39/40	
	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>92.5%</b> 49/53	97.5% 39/40	
	15a	(If Q15=Yes) The assessment of nutritional status includes recording of BMI (Body Mass Index) or weight:				
			Yes, there is a recording of the patient's BMI or weight	<b>85.9%</b> 7580/8822 (89%, 79-96%)	<b>100%</b> 49/49	97.4% 37/38
		Other action taken	<b>4%</b> 352/8822 (2%, 0-5%)	<b>0%</b> 0/49	New answer options for Round 3	
	Yes or other action taken	<b>89.9%</b> 7932/2288 (93%, 85-98%)	<b>100%</b> 49/49			
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>96.2%</b> 51/53	97.5% 39/40	
1.12 [1]	17	As part of the multidisciplinary assessment has the patient been asked about any continence needs? (y/n/could not be assessed for recorded reasons)	<b>88%</b> 8572/9744 (92%, 85-97%)	<b>85.1%</b> 40/47	97.5% 39/40	
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>88.2%</b> 45/51	97.5% 39/40	

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.13 [1]	19	Has an assessment of functioning been carried out?			
		Yes, a standardised assessment has taken place	<b>45.3%</b> 4212/9294 (45%, 23-66%)	<b>64.6%</b> 31/48	8.3% 3/36
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	<b>42.8%</b> 3977/9294 (44%, 26-58%)	<b>27.1%</b> 13/48	New answer options for Round 3
		Yes, other	<b>1.7%</b> 161/9294 (0%, 0-2%)	<b>0%</b> 0/48	
		Yes (all options)	<b>89.8%</b> 8350/9294 (92%, 85-96%)	<b>91.7%</b> 44/48	

### 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>24%</b> 12/50	51.3% 20/39
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>9.4%</b> 5/53	10% 4/40
		Yes, but there was no indication that delirium may be present	<b>18.5%</b> 1863/10047 (15%, 6-25%)	<b>3.8%</b> 2/53	2.5% 1/40
		Yes (both options)	<b>44.5%</b> 4466/10047 (42%, 27-60%)	<b>13.2%</b> 7/53	12.5% 5/40
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>40%</b> 2/5	25% 1/4

## 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>37.7%</b> 20/53	72.5% 29/40
	22a	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding personal details, preferences and routines?			
		Yes	<b>47.4%</b> 2669/5626 (53%, 30-77%)	<b>45%</b> 9/20	96.6% 28/29
		Unknown*	<b>33.1%</b> 1865/5626 (14%, 0-44%)	<b>30%</b> 6/20	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>35%</b> 7/20	New question for Round 3
		Unknown*	<b>34.1%</b> 1916/5616 (16%, 3-48%)	<b>30%</b> 6/20	
	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>60%</b> 12/20	100% 28/28
		Unknown*	<b>29.9%</b> 1685/5631 (13%, 0-37%)	<b>15%</b> 3/20	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>36.8%</b> 7/19	71.4% 20/28
		Unknown*	<b>37.8%</b> 2110/5583 (20%, 5-50%)	<b>31.6%</b> 6/19	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>42.1%</b> 8/19	62.1% 18/29
		Unknown*	<b>39.1%</b> 2167/5539 (20%, 7-52%)	<b>26.3%</b> 5/19	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%</b> 13/20	69% 20/29
		Unknown*	<b>35.3%</b> 1977/5598 (17%, 3-46%)	<b>15%</b> 3/20	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>10.8%</b> 4/37	3.1% 1/32
	23a	<i>(If 23=No)</i> Please comment:			
		Patient too unwell/ not responsive	<b>3.3%</b> 189/5690	<b>0%</b> 0/33	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> 0/33	
		Not routine/ not standard practice	<b>5.8%</b> 331/5690	<b>0%</b> 0/33	
		Not documented/ unknown reason	<b>78.1%</b> 4444/5690	<b>97%</b> 32/33	
	Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	<b>10.8%</b> 616/5690	<b>3%</b> 1/33		
	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>37.8%</b> 14/37	9.4% 3/32
	25	Have there been any symptoms of delirium? (y/n)	<b>32.3%</b> 2367/7329 (33%, 22-41%)	<b>10.8%</b> 4/37	37.5% 12/32
	25a	<i>(If Q25=Yes)</i> Have the symptoms of delirium been summarised for discharge? (y/n)	<b>47.9%</b> 1133/2367 (45%, 33-64%)	<b>25%</b> 1/4	16.7% 2/12
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>27%</b> 10/37	28.1% 9/32	
26a	<i>(If Q26=Yes)</i> Have the symptoms of behavioural and psychiatric symptoms of dementia been summarised for discharge? (y/n)	<b>44.5%</b> 635/1426 (40%, 23-60%)	<b>30%</b> 3/10	11.1% 1/9	

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

\*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>32.3%</b> 10/31	54.8% 17/31
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>6.1%</b> 2/33	73.3% 22/30
	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>33.3%</b> 12/36	93.5% 29/31
	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>21.6%</b> 8/37	78.1% 25/32
	29d	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with other members of the multidisciplinary team? (y/n)	<b>81.5%</b> 5971/7329 (85%, 76-93%)	<b>27%</b> 10/37	78.1% 25/32
5.6 [1]	30	Has a single plan/ summary for discharge with clear updated information been produced? (y/n)	<b>85.1%</b> 6234/7329 (92%, 77-97%)	<b>37.8%</b> 14/37	62.5% 20/32
5.7 [2]	31	Are any support needs that have been identified documented in the discharge plan/ summary? (y/n/na)	<b>60.2%</b> 4211/6995 (61%, 44-79%)	<b>35.7%</b> 10/28	80.6% 25/31
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>18.2%</b> 6/33	90.6% 29/32
N5b [2]	33	Was a copy of the discharge plan/ summary sent to the GP/ primary care team on the day of discharge? (y/n/na)	<b>93.6%</b> 6701/7156 (98%, 93-100%)	<b>66.7%</b> 18/27	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>2.7%</b> 1/37	13% 3/23
	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>-%</b> N/A	55.6% 5/9
		Patient awaiting assessment	<b>9.1%</b> 190/2088	<b>-%</b> N/A	11.1% 1/9
		Patient awaiting history/ results	<b>6.1%</b> 127/2088	<b>-%</b> N/A	0% 0/9
		Patient awaiting surgery	<b>9.6%</b> 200/2088	<b>-%</b> N/A	0% 0/9
		Patient presenting confusion	<b>5.7%</b> 120/2088	<b>-%</b> N/A	22.2% 2/9
		Patient on end of life plan	<b>0%</b> 1/2088	<b>-%</b> N/A	-
		Patient being transferred to another hospital	<b>0.1%</b> 2/2088	<b>-%</b> N/A	0% 0/9
		Patient unresponsive	<b>0.3%</b> 6/2088	<b>-%</b> N/A	11.1% 1/9
		Patient being discharged to nursing/ residential care	<b>6.5%</b> 136/2088	<b>-%</b> N/A	0% 0/9
		Not recorded	-	-	0% 0/9
		Other	<b>0%</b> 0/2088	<b>-%</b> N/A	0% 0/9

## 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>43.2%</b> 16/37	9.4% 3/32
		24 hours	<b>12.2%</b> 897/7329	<b>5.4%</b> 2/37	12.5% 4/32
		25 - 48 hours	<b>14.7%</b> 1075/7329	<b>16.2%</b> 6/37	25% 8/32
		More than 48 hours	<b>27.1%</b> 1985/7329	<b>5.4%</b> 2/37	40.6% 13/32
		No notice at all	<b>0.5%</b> 35/7329	<b>5.4%</b> 2/37	0% 0/32
		Not documented	<b>24.2%</b> 1770/7329	<b>21.6%</b> 8/37	12.5% 4/32
		No carer, family, friend/ could not contact	<b>1.8%</b> 132/7329	<b>2.7%</b> 1/37	0% 0/32
		Patient specified information withheld	<b>0%</b> 3/7329	<b>0%</b> 0/37	New answer option for Round 3
5.5 [2]	36	An assessment of the carer's current needs has taken place in advance of discharge: (y/n/na)	<b>67.3%</b> 2605/3868 (70%, 50-88%)	<b>50%</b> 9/18	73.1% 19/26

## 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)	7.7% (1)
35 – 44 years	5.6% (259)	0% (0)
45 – 54 years	16.2% (749)	15.4% (2)
55 – 64 years	25.8% (1193)	38.5% (5)
65 – 74 years	20.8% (960)	23.1% (3)
75 – 84 years	19.1% (885)	15.4% (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)	46.2% (6)
Female	68.1% (3150)	53.8% (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% (13)
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)	23.1% (3)
Family member	55.9% (2597)	69.2% (9)
Friend	4.4% (203)	7.7% (1)
Professional carer (health or social care)	5.4% (249)	0% (0)
Other	0.9% (41)	0% (0)

One of main carers for patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Yes	77.8% (3356)	58.3% (7)

## Appendix E: Carer questionnaire data

### Patient care

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
9.3 [1]	1	Do you feel that hospital staff were well informed and understood the needs of the person you look after?	
		<b>46.5%</b> 2130/4578	<b>53.8%</b> 7/13
		<b>43.3%</b> 1980/4578	<b>38.5%</b> 5/13
		<b>10.2%</b> 468/4578	<b>7.7%</b> 1/13
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>69.2%</b> 9/13
		<b>36.4%</b> 1672/4592	<b>30.8%</b> 4/13
		<b>9.4%</b> 431/4592	<b>0%</b> 0/13
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>75%</b> 9/12
		<b>34.2%</b> 1515/4433	<b>25%</b> 3/12
		<b>10.4%</b> 462/4433	<b>0%</b> 0/12
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?	
		<b>76%</b> 3471/4569	<b>84.6%</b> 11/13
		<b>20.8%</b> 952/4569	<b>15.4%</b> 2/13
		<b>3.2%</b> 146/4569	<b>0%</b> 0/13

## 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>38.5%</b> 5/13
		Yes, to some extent	<b>40.4%</b> 1843/4566	<b>46.2%</b> 6/13
		No	<b>17.8%</b> 815/4566	<b>15.4%</b> 2/13
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>53.8%</b> 7/13
		Yes, to some extent	<b>36.4%</b> 1637/4497	<b>23.1%</b> 3/13
		No	<b>16.1%</b> 722/4497	<b>23.1%</b> 3/13
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>41.7%</b> 5/12
		Yes, to some extent	<b>34.5%</b> 1563/4524	<b>33.3%</b> 4/12
		No	<b>20.1%</b> 908/4524	<b>25%</b> 3/12



## 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>46.2%</b> 6/13
		<b>33.9%</b> 1575/4645	<b>30.8%</b> 4/13
		<b>17%</b> 790/4645	<b>15.4%</b> 2/13
		<b>9.6%</b> 446/4645	<b>0%</b> 0/13
		<b>5%</b> 232/4645	<b>7.7%</b> 1/13
	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>38.5%</b> 5/13
		<b>34.1%</b> 1551/4544	<b>38.5%</b> 5/13
		<b>14.3%</b> 648/4544	<b>15.4%</b> 2/13
		<b>4.8%</b> 220/4544	<b>0%</b> 0/13
		<b>4.2%</b> 192/4544	<b>7.7%</b> 1/13

## 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>33.3%</b> 4/12
		<b>34%</b> 1487/4379	<b>58.3%</b> 7/12
		<b>9.9%</b> 434/4379	<b>8.3%</b> 1/12
		<b>5.8%</b> 254/4379	<b>0%</b> 0/12

## 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>35.1%</b> (26)
26 - 50%	<b>25.6%</b> (3651)	<b>24.3%</b> (18)
51 - 75%	<b>24.4%</b> (3489)	<b>31.1%</b> (23)
More than 75%	<b>18.1%</b> (2588)	<b>9.5%</b> (7)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>15.7%</b> (2260)	<b>16.2%</b> (12)
Female	<b>83.2%</b> (11954)	<b>83.8%</b> (62)
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>79.7%</b> (59)
Black/ Black British	<b>4.1%</b> (594)	<b>5.4%</b> (4)
Asian/ Asian British	<b>8%</b> (1150)	<b>8.1%</b> (6)
Mixed	<b>1.3%</b> (183)	<b>4.1%</b> (3)
Chinese	<b>0.5%</b> (73)	<b>0%</b> (0)
Other	<b>4.5%</b> (646)	<b>2.7%</b> (2)
Prefer not to say	<b>1.7%</b> (241)	<b>0%</b> (0)

Job role	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Registered nurse (Band 5 or 6)	<b>29.9%</b> (4300)	<b>23%</b> (17)
Registered nurse (Band 7 or above)	<b>12.7%</b> (1831)	<b>13.5%</b> (10)
Healthcare assistant	<b>23.1%</b> (3324)	<b>21.6%</b> (16)
Doctor	<b>11.5%</b> (1645)	<b>1.4%</b> (1)
Allied healthcare professional	<b>11.9%</b> (1713)	<b>23%</b> (17)
Therapy assistant/ allied healthcare professional assistant	<b>2.6%</b> (367)	<b>6.8%</b> (5)
Student	<b>2.3%</b> (332)	<b>0%</b> (0)
Ward based administrators	<b>4%</b> (571)	<b>5.4%</b> (4)
Other/ unknown	<b>1.9%</b> (279)	<b>5.4%</b> (4)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	<b>13%</b> (1866)	<b>11%</b> (8)
30 hours or more	<b>87%</b> (12458)	<b>89%</b> (65)

<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>8.1% (6)</b>
6 - 11 months	<b>9.5% (1364)</b>	<b>9.5% (7)</b>
1 - 2 years	<b>15.6% (2242)</b>	<b>23% (17)</b>
3 - 5 years	<b>16.4% (2350)</b>	<b>16.2% (12)</b>
6 - 10 years	<b>15.9% (2283)</b>	<b>14.9% (11)</b>
11 - 15 years	<b>12.1% (1739)</b>	<b>13.5% (10)</b>
More than 15 years	<b>22.4% (3205)</b>	<b>14.9% (11)</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>27%</b> 20/74	<b>64.9%</b> 48/74
		Yes, most of the time	<b>32.9%</b> 4614/14024		<b>37.8%</b> 28/74	
		Yes, sometimes	<b>26.8%</b> 3760/14024	-	<b>25.7%</b> 19/74	-
		No	<b>11.6%</b> 1624/14024	-	<b>9.5%</b> 7/74	-
	1b	Out of office hours				
		Yes, always	<b>7.8%</b> 874/11207	<b>23.5%</b> 2637/11207	<b>7.8%</b> 4/51	<b>25.5%</b> 13/51
		Yes, most of the time	<b>15.7%</b> 1763/11207		<b>17.6%</b> 9/51	
		Yes, sometimes	<b>27.9%</b> 3129/11207	-	<b>25.5%</b> 13/51	-
No		<b>48.6%</b> 5441/11207	-	<b>49%</b> 25/51	-	

## 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>31.3%</b> 21/67
		<b>53.2%</b> 7030/13205	<b>71.6%</b> 48/67
		<b>5.4%</b> 713/13205	<b>7.5%</b> 5/67
		<b>7.7%</b> 1018/13205	<b>4.5%</b> 3/67
		<b>7.3%</b> 961/13205	<b>10.4%</b> 7/67
		<b>17.3%</b> 2278/13205	<b>6%</b> 4/67
	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>42.9%</b> 27/63
		<b>50.5%</b> 5390/10670	<b>55.6%</b> 35/63
	<b>7.3%</b> 778/10670	<b>1.6%</b> 1/63	

## Information and communication

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % <i>(Yes, always and Yes, most of the time responses combined)</i>	Your hospital Round 3: % Num/Den	Your hospital Round 3: % <i>(Yes, always and Yes, most of the time responses combined)</i>	
9.3 [1]	3	In your current role, do you think that personal information is available to you to help you care for/ support people with dementia? <i>E.g. their likes/ dislikes, preferred name, past job.</i>				
		Yes, always	<b>21.4%</b> 3072/14345	<b>59.9%</b> 8597/14345	<b>16.2%</b> 12/74	<b>47.3%</b> 35/74
		Yes, most of the time	<b>38.5%</b> 5525/14345		<b>31.1%</b> 23/74	
		Yes, sometimes	<b>33%</b> 4734/14345	-	<b>40.5%</b> 30/74	-
		No	<b>7.1%</b> 1014/14345	-	<b>12.2%</b> 9/74	-
	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>35.4%</b> 23/65	<b>66.2%</b> 43/65
		Yes, most of the time	<b>40.9%</b> 5454/13329		<b>30.8%</b> 20/65	
		Yes, sometimes	<b>30.6%</b> 4074/13329	-	<b>29.2%</b> 19/65	-
		No	<b>1.9%</b> 252/13329	-	<b>4.6%</b> 3/65	-
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>29.7%</b> 22/74	<b>58.1%</b> 43/74
		Yes, most of the time	<b>33.2%</b> 4759/14333		<b>28.4%</b> 21/74	
		Yes, sometimes	<b>27.3%</b> 3913/14333	-	<b>36.5%</b> 27/74	-
	No	<b>10.6%</b> 1516/14333	-	<b>5.4%</b> 4/74	-	

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>41%</b> 25/61
		Occasionally	<b>37.2%</b> 4636/12457	<b>45.9%</b> 28/61
		Almost Never	<b>9.7%</b> 1210/12457	<b>8.2%</b> 5/61
		Never	<b>3.3%</b> 408/12457	<b>4.9%</b> 3/61

## 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>53.3%</b> 32/60	<b>76.7%</b> 46/60
		Yes, most of the time	<b>27.3%</b> 3271/11978		<b>23.3%</b> 14/60	
		Yes, sometimes	<b>16.1%</b> 1927/11978	-	<b>21.7%</b> 13/60	-
		No	<b>5.4%</b> 649/11978	-	<b>1.7%</b> 1/60	-
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>11.5%</b> 7/61	<b>52.5%</b> 32/61
		Yes, most of the time	<b>50.1%</b> 6149/12263		<b>41%</b> 25/61	
		Yes, sometimes	<b>19.2%</b> 2357/12263	-	<b>32.8%</b> 20/61	-
		No	<b>4.7%</b> 576/12263	-	<b>14.8%</b> 9/61	-

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>25.6%</b> 11/43	<b>58.1%</b> 25/43
		Yes, most of the time	<b>47.6%</b> 4352/9148		<b>32.6%</b> 14/43	
		Yes, sometimes	<b>18.7%</b> 1708/9148	-	<b>30.2%</b> 13/43	-
		No	<b>3.3%</b> 303/9148	-	<b>11.6%</b> 5/43	-
	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>9.3%</b> 4/43	<b>14%</b> 6/43
		Yes, most of the time	<b>27.5%</b> 2516/9143		<b>4.7%</b> 2/43	
		Yes, sometimes	<b>42.5%</b> 3887/9143	-	<b>32.6%</b> 14/43	-
		No	<b>19.3%</b> 1763/9143	-	<b>53.5%</b> 23/43	-
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>7%</b> 3/43	<b>34.9%</b> 15/43
		Yes, most of the time	<b>32.5%</b> 2942/9047		<b>27.9%</b> 12/43	
		Yes, sometimes	<b>27.7%</b> 2506/9047	-	<b>32.6%</b> 14/43	-
	No	<b>23.5%</b> 2125/9047	-	<b>32.6%</b> 14/43	-	



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>16.7%</b> 7/42	<b>42.9%</b> 18/42
		Yes, most of the time	<b>39.3%</b> 3456/8788		<b>26.2%</b> 11/42	
		Yes, sometimes	<b>16.8%</b> 1476/8788	-	<b>28.6%</b> 12/42	-
		No	<b>15.6%</b> 1368/8788	-	<b>28.6%</b> 12/42	-
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>33.3%</b> 14/42	<b>54.8%</b> 23/42
		Yes, most of the time	<b>27.2%</b> 2398/8822		<b>21.4%</b> 9/42	
		Yes, sometimes	<b>22.5%</b> 1983/8822	-	<b>38.1%</b> 16/42	-
		No	<b>12.3%</b> 1085/8822	-	<b>7.1%</b> 3/42	-
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>34.1%</b> 14/41	<b>56.1%</b> 23/41
		Yes, most of the time	<b>28.7%</b> 2615/9119		<b>22%</b> 9/41	
		Yes, sometimes	<b>20.7%</b> 1886/9119	-	<b>31.7%</b> 13/41	-
		No	<b>6.1%</b> 558/9119	-	<b>12.2%</b> 5/41	-
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>39%</b> 16/41	<b>70.7%</b> 29/41
		Yes, most of the time	<b>33.4%</b> 3039/9090		<b>31.7%</b> 13/41	
		Yes, sometimes	<b>15.5%</b> 1408/9090	-	<b>19.5%</b> 8/41	-
		No	<b>4.9%</b> 444/9090	-	<b>9.8%</b> 4/41	-

## 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 The Princess Alexandra Hospital, Essex are provided.

### Registered Nurses (Band 5 or 6)

"This is me" document utilised more.
Enough staffing.
For out of hours support and for staff to be able to provide one to one when it is necessary.
I believe the staff are very good, we do try to do as much as we can for our patients, but it is always a struggle. The only thing we really need to improve the care and the support is, effectively, more staff.
I hate to mention it, but staffing is always an issue. Patients with dementia need more attention most of the time in my opinion e.g. anxiety, feeling alone, more activities of daily living care. Unfortunately, we do not have the time to sit down for any length of time to provide company, any stimulating activities etc.
I think better staffing would be the biggest improvement. It would allow staff, who in my opinion would like to give the best possible care to patients with dementia but find it difficult to do so adequately due to other work pressures, [to do this]. The "more with less" concept has made care poorer.
In a ward with a higher percentage of patients with dementia, the ratio of nurses to patients should be higher as well, so that individual needs could be better fulfilled.
Occupational therapist. More staff.
Send staff for training. Staff to spend more time with dementia people but this is not possible as ward workload is demanding and no staff.
Some recreational activities. Could use volunteers to help.
There is the need for more staff in the provision of care for patients with dementia.

### Registered Nurses (Band 7 or above)

All staff to receive mandatory training. Managers to be aware of the needs of patients with dementia i.e. avoiding unnecessary bed moves. Relatives to be given more choice re: nursing home placements, avoiding the threat of eviction. More staff on complex areas to meet the high level of essential care needs. The trust to withdraw the use of security staff in managing behaviour that challenges. Closer working relationship/ more input from mental health liaison teams.
Correct staffing, visibility of dementia nurse, safety huddles around risks daily, more dementia volunteers to help support patients, dementia friendly environments, colour schemes.
Encourage use of "this is me" document.
Ensuring there is additional staff for patients with dementia to support their individual needs, so they can give more individualised care, spend time with the patients, assist with feeding etc.
Full and accurate assessment on admission to hospital including next of kin information. Can the trust develop a dementia care pathway to improve the patient/ care experience.
More staff available.
To improve the use of the "this is me" to obtain individualised patient information which can then improve care.

## Healthcare Assistants

Better levels of staffing are needed. Some staff are poor at engaging with dementia patients and their loved ones. Although some bed moves are unavoidable, we have little control over this in the middle of the night.

Better use of "this is me" document so all staff are aware of patients likes/ dislikes and routine to be able to care for them better.

Care/ support for people with dementia can be improved by providing 1 to 1 care support, this [member of] staff will be accompanying the patient with dementia throughout the shift and at break times, will be swapped by another member of staff. The 1 to 1 support will facilitate continuity of care and promoting trust with the patient with dementia, who will need to get used to one or two members of staff to avoid confusion.

Make "about me" paperwork more understood and available. Also, my ward has no HCA as dementia champion.

Many dementia patients I have spoken to often want to watch TV. Some of the men in particular, want to watch the football. Most of the time, these patients have no money and are therefore unable to purchase the TV cards. Maybe we could raise money or ask for donations to buy some TV cards to keep as a standby for these patients.

More dementia aids. I feel that the nutrition should have snack-and-go foods in bowls in front of patients and fruit pieces.

The staffing shouldn't be moved around, especially when we have dementia patients, as it is a big risk and the safety of the patient isn't properly met - especially when there are high risk fallers in this department. The biscuits and other snacks shouldn't be locked away at night time for any of the patients, not just dementia.

To give one example is hard because the staff numbers affect the care and support given to dementia patients. The patient support network – family/ relatives also affects this. I think more staff training on how to care and support a dementia patient but also training on how to support their families and to encourage them with the care aspect, encourage them to come in and feed their relative, or to bring in their favourite chocolate.

To have more staff, as these will make me [want] to come to work, especially with a dementia patient. With a dementia patient, when there is not enough staff, the job is too difficult.

We need more training on this subject and how to deal with individual needs.

When dementia patients are medically fit for discharge, there is often a delay in getting them home due to other factors. This can often result in the patient's emotional wellbeing getting low. They need to be in their familiar surroundings where they will feel happier. Therefore, I feel the process in getting them home needs to be speeded up somehow.

## Doctors

It would be helpful to increase the amount of basic social information available about patient with dementia. The 'Dementia UK packet that comes with some patients is excellent and we should try to do more to have these completed.

## Allied Healthcare Professionals

1. A specialist dementia support worker - they may be used to provide education and support at a ward based level. 2. Access to ALL (i.e. porters, domestics, etc.) staff members for training on dementia. It would be beneficial for this to encompass communication strategies. 3. Funding to the speech and language therapy team to implement a hospital wide project focusing on communication in dementia and providing education to staff members in how to communicate with dementia patients. If possible, it would also be useful to address feeding behaviours and strategies in dementia. 4. Improving the use of pre-existing resources - i.e. "this is me" book, sunflower (bedside poster version of "this is me" book), top 5 (developed by New South Wales Health, Australia and addresses top 5 behaviours within a dementia patient and how to avoid/ manage these). 5. A dementia/ confused bed bay in each ward - patients with dementia are more likely to wander/ fall/ call out - if they are placed together within a bay and funding is provided for an HCA to monitor this bay (i.e. 'special'), this may assist in reducing the occurrence of falls, etc. 6. Introduction of finger foods and pre-mash diet options to the menu. 7. Use of dining room facilities to improve orientation of these patients and reduce mealtime behaviours.

By having colour coded wrist bands on a patient would help to identify people with dementia, particularly if they are known to wander and improve their safety on the wards.

Day rooms for patients to go and do activities such memory boxes, colouring, music therapy, seated exercise classes. To have pictures from the past on the walls (black and white). A safe environment for patients away from the ward environment, noise and strange surroundings.

Gain a collateral history including likes and dislikes taken on admission. Carers contacted to find out more.

Have a more comprehensive dementia strategy in place.

Have additional staff to give 1:1/ befriending support to the patients. This does not need to be clinical staff, but to support the clinical staff, i.e. patient activity coordinator or volunteers to assist with meals/ chat with patients.

Increase number of staff to care for dementia patients.

More details of patients i.e. the completion of the "this is me" booklet.

More HCAs on the ward (or the 'get up and go' team may fill this gap?)- patients can be sat in front of food that they cannot feed themselves if they are short staffed, not enough encouragement to drink, patients are sometimes 'blockaded' into bed/ chair to prevent them getting up due to lack of staff/ high risk falls patients, physios are often moaned at for getting these patients out of bed or asked to put them back to bed due to lack of staff to 'special' them - unacceptable practices.

No dementia specialist nurse. Ward manager on Lister ward is a very good resource. Dementia/ frailty team/ lead would be helpful.

People with dementia would benefit from more specialist settings. Maybe less people on ward, with a higher ratio of staff. Families encouraged to complete the "about me" paperwork and bring in items with meaning for the person.

We need dementia friendly wards - with family rooms and activities to engage such patients and their carers. Staffing numbers need to support this and training needs to be adequate - and in particular, training needs to cover how to practically deal with patients with dementia especially aggression and extreme disorientation, as opposed to generally just discussing what dementia is.

## Students

*No comments from students for your hospital.*

## Therapy Assistants & Allied Healthcare Professional Assistants

Despite current training, most dementia patients are routinely herded around hospital wards. Whilst some staff are willing and able to treat them as people, many other staff are rude and abrupt towards them, treating them without respect or care and viewing them as a nuisance, ordering them about and treating them like a misbehaving child. Whilst there is some good literature out there for how to treat patients with dementia, like the VERA framework [of communication], practical training is severely lacking.

Offer more courses, other than mandatory training every two years.

## Ward-based Administrators

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

## Other / Unknown

As always, staffing levels should be set on people's needs, not just numbers. One person with dementia can take up considerable time and resources. Without adequate staff, other people could be neglected. Staff on our ward try very hard to give a good level of care but you can only do your best - so more staff please.

The hospital is doing a great job taking staff through the virtual dementia tour.



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)