National Audit of Dementia

Care in General Hospitals 2016-2017

Local report appendices for:

Royal Berkshire Hospital

Royal Berkshire NHS Foundation Trust

July 2017

Commissioned by:

HQIP

Healthcare Quality
Improvement Partnership

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Introduction to the appendices

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

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

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

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

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

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

Appendix A: Organisational checklist data

Governance and delivery of care

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

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

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

Discharge and transfer monitoring

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

Use of personal information documents

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

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	19	*(If Q16=Yes)* The form prompts staff to approach carers or relatives to collate necessary information: (y/n)	**93.4%** 183/196	**Yes**	Yes
	20	Documenting use of personal information in practice: Hospitals selected three wards (**not** mental health wards) which had the highest admissions of people with dementia. 10 patients in these wards were checked to see if the personal information document was present. Included were patients with dementia who needed a personal information document such as "This is Me" (any patients with dementia who did not require a personal information document were excluded).			
		Ward 1:	**Mortimer**		New question for Round 3
		Ward 2:	**Burghfield**		
		Ward 3:	**Woodley**		
		Number of patients checked:	-	**19**	New question for Round 3
		Range	**0-40**	-	-
		Median	**10**	-	-
		Number of these patients where the information was present:	-	**11**	New question for Round 3
		Percentage of patients where the information was present:	-	**58%**	New question for Round 3
		Range	**0-100%**	-	-
		Mean	**49%**	-	-
		Median	**50%**	-	-

Recognition of dementia

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
9.3 [1]	21	There is a system in place across the hospital that ensures that all staff in the ward or care area are aware of the person's dementia or condition and how it affects them: (y/n)	**90.5%** 180/199	**Yes**	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	(If Q21=Yes) Please say what this is:			
		A visual indicator, symbol or marker	**91.1%** 164/180	√	A box to highlight or alert dementia condition in the notes or care plan
		Alert sheet or electronic flag	**23.9%** 43/180	√	
		A box to highlight or alert dementia condition in the notes or care plan	**33.9%** 61/180	√	
		Other	**18.9%** 34/180	-	
	22	There is a system in place across the hospital that ensures that staff from other areas are aware of the person's dementia or condition whenever the person accesses other treatment areas: (y/n)	**70.4%** 140/199	**Yes**	Yes
	22a	(If Q22=Yes) Please say what this is:			
		A visual indicator, symbol or marker	**87.1%** 122/140	√	A box to highlight or alert dementia condition in the notes or care plan
		Alert sheet or electronic flag	**18.6%** 26/140	√	
		A box to highlight or alert dementia condition in the notes or care plan	**20.7%** 29/140	√	
		Other	**17.9%** 25/140	-	
9.13 [2]	23	The dementia lead or dementia working group collates feedback from carers on the written and verbal information provided to them: (y/n)	**81.9%** 163/199	**Yes**	New question for Round 3

Training, learning and development

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

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

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

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

Specific resources supporting people with dementia

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

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
N3b [2]	35	The hospital can provide finger foods for people with dementia (please select one option only):			
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery (finger food) on every day	**65.3%** 130/199	√	New question for Round 3
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on four to six days per week or more	**1%** 2/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on two or three days per week or more	**0%** 0/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on only one day per week	**0%** 0/199	-	
		Finger food consists of sandwiches/wraps only	**33.7%** 67/199	-	
		Patients who may be unable to use cutlery will never be admitted to the hospital	**0%** 0/199	-	
3.11 [2]	36	The hospital can provide 24 hour food services for people with dementia (please select one option only):			
		In addition to the main meals, other food, for example toast, sandwiches, cereals, soup, and lighter hot dish(es) are available 24 hours a day	**50.8%** 101/199	√	New question for Round 3
		In addition to the main meals, other food, for example toast, sandwiches, cereals, soup are available, but less than 24 hours a day	**10.6%** 21/199	-	
		Simple food supplies for example bread, cereal, yoghurt and biscuits are available 24 hours a day	**32.2%** 64/199	-	
		Only snacks (biscuits, cake) are available 24 hours a day	**3%** 6/199	-	
		Food is not available 24 hours a day	**3.5%** 7/199	-	
6.10 [2]	37	There is access to advocacy services with experience and training in working with people with dementia: (y/n)	**95%** 189/199	**Yes**	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]	38	Opportunities for social interaction for patients with dementia are available (e.g. to eat/ socialise away from their bed area with other patients):			
		On all adult wards	**15.1%** 30/199	-	New question for Round 3
		On care of the elderly wards	**38.7%** 77/199	√	
		Other	**30.2%** 60/199	-	
		No	**16.1%** 32/199	-	
N8a [3]	39	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":			
		Throughout the hospital	**42.7%** 85/199	-	New question for Round 3
		All adult wards/ areas	**13.6%** 27/199	-	
		All care of the elderly wards/ areas	**18.1%** 36/199	√	
		Designated dementia wards only	**3%** 6/199	-	
		Other	**13.1%** 26/199	-	
		No	**9.5%** 19/199	-	
	40	*(If Q39=Yes)* Environmental changes based on the review are:			
		Completed	**15%** 27/180	√	New question for Round 3
		Underway	**56.7%** 102/180	-	
		Planned but not yet underway	**10%** 18/180	-	
		Planned but funding has not been identified	**15.6%** 28/180	-	
		Plans are not in place	**2.8%** 5/180	-	

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

Appendix B: Patient demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
34 - 65	**2.2%** (221)	**1.9%** (1)
66 - 80	**24.3%** (2445)	**28.8%** (15)
81 - 100	**73%** (7332)	**69.2%** (36)
101 - 108	**0.4%** (39)	**0%** (0)
Unknown	**0.1%** (10)	**0%** (0)

Age	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	**34 - 108**	**65 - 100**
Mean	**84**	**84.5**
Median	**85**	**87**

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	**40.1%** (4029)	**30.8%** (16)
Female	**59.9%** (6018)	**69.2%** (36)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	**82.1%** (8250)	**92.3%** (48)
Black/ Black British	**1.2%** (123)	**1.9%** (1)
Asian/ Asian British	**1.9%** (193)	**3.8%** (2)
Chinese	**0.1%** (10)	**0%** (0)
Mixed	**0.1%** (11)	**0%** (0)
Not documented	**2.1%** (210)	**1.9%** (1)
Other	**12.4%** (1250)	**0%** (0)

First language	National audit Round 3: % (N)	Your hospital Round 3: % (N)
English	**77.4%** (7778)	**90.4%** (47)
Welsh	**0.6%** (61)	**0%** (0)
Other European language	**1%** (96)	**1.9%** (1)
Asian language	**1.4%** (144)	**1.9%** (1)
Not documented	**19%** (1909)	**5.8%** (3)
Other	**0.6%** (59)	**0%** (0)

Primary diagnosis/ cause of admission*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Respiratory	**19.9%** (1998)	**23.1%** (12)
Fall	**13.3%** (1332)	**13.5%** (7)
Urinary/ renal	**9%** (901)	**11.5%** (6)
Hip dislocation/ hip fracture	**7.5%** (754)	**7.7%** (4)
Sepsis	**6.3%** (633)	**5.8%** (3)
Delirium/ confusion	**6%** (604)	**3.8%** (2)
Gastrointestinal	**5.9%** (595)	**5.8%** (3)
Cardiac/ vascular	**5.1%** (517)	**3.8%** (2)
Stroke	**3.8%** (380)	**3.8%** (2)
Neurological	**3.6%** (364)	**1.9%** (1)
Skin lacerations/ lesions	**2%** (204)	**5.8%** (3)
Impaired consciousness	**2%** (198)	**0%** (0)
Dementia**	**1.9%** (195)	**5.8%** (3)
Other	**1.9%** (192)	**0%** (0)
Unable to cope/ frailty	**1.6%** (160)	**0%** (0)
Dehydration	**1.4%** (143)	**0%** (0)
Haematology	**1.1%** (115)	**0%** (0)
Endocrine/ metabolic	**1.1%** (112)	**1.9%** (1)
Other fractures	**1%** (96)	**1.9%** (1)
Cancer	**0.9%** (94)	**0%** (0)
Surgical/ non-surgical procedure	**0.9%** (86)	**0%** (0)
Pain/ swelling	**0.8%** (85)	**0%** (0)
Hepatology	**0.8%** (84)	**3.8%** (2)
Oral/ visual/ auditory	**0.4%** (45)	**0%** (0)
Rheumatic	**0.4%** (45)	**0%** (0)
Psychiatric	**0.4%** (42)	**0%** (0)
Adverse reaction to medication/ allergy/ overdose	**0.3%** (28)	**0%** (0)
Injury/ trauma	**0.2%** (24)	**0%** (0)
Not documented/ unknown	**0.2%** (21)	**0%** (0)

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

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

Speciality of the ward patients spent the longest time in	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Care of the Elderly/ Complex Care	**41.1%** (4125)	**50%** (26)
General Medical	**23.5%** (2359)	**28.8%** (15)
Other Medical	**9.9%** (999)	**7.7%** (4)
Orthopaedics	**8.9%** (892)	**3.8%** (2)
Surgical	**6.8%** (681)	**5.8%** (3)
Stroke	**4.5%** (456)	**1.9%** (1)
Cardiac	**2.5%** (248)	**1.9%** (1)
Other	**1.4%** (136)	**0%** (0)
Nephrology	**0.5%** (52)	**0%** (0)
Obstetrics/ Gynaecology	**0.4%** (41)	**0%** (0)
Critical Care	**0.2%** (23)	**0%** (0)
Oncology	**0.2%** (22)	**0%** (0)
Unknown	**0.1%** (13)	**0%** (0)

Patients who:	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Died in hospital	**12.8%** (1285)	**17.3%** (9)
Self-discharged from hospital	**0.1%** (12)	**0%** (0)
Were marked 'fast track discharge'/ 'discharge to assess'/ 'transfer to assess'/ expedited with family agreement for recorded reasons	**5.5%** (482)	**7%** (3)
Received end of life care in hospital/ was on an end of life care plan	**13%** (1302)	**26.9%** (14)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
2 - 10 days	**45.3%** (4553)	**36.5%** (19)
11 – 20 days	**25.5%** (2559)	**34.6%** (18)
21 – 30 days	**11.3%** (1132)	**13.5%** (7)
31 – 40 days	**6.7%** (671)	**7.7%** (4)
41 – 50 days	**4.2%** (418)	**0%** (0)
51 – 60 days	**2.3%** (230)	**3.8%** (2)
61 – 70 days	**1.7%** (168)	**3.8%** (2)
71 – 80 days	**1%** (102)	**0%** (0)
81 – 90 days	**0.6%** (62)	**0%** (0)
More than 90 days	**1.5%** (152)	**0%** (0)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	2-775	3-66
Median (days)	12	14

Place of residence before/ after admission	National audit Round 3: % (N)		Your hospital Round 3: % (N)	
	Before	After*	Before	After*
Own home	57.7% (5793)	40.2% (3519)	51.9% (27)	34.9% (15)
Respite care	0.8% (80)	1.6% (136)	0% (0)	4.7% (2)
Rehabilitation	0.4% (37)	2.4% (207)	0% (0)	0% (0)
Psychiatric ward	0.5% (48)	0.7% (62)	0% (0)	0% (0)
Carer's home	2.1% (212)	2.1% (181)	3.8% (2)	2.3% (1)
Intermediate care	0.3% (27)	2% (172)	0% (0)	2.3% (1)
Residential care	16.9% (1701)	17.7% (1551)	28.8% (15)	32.6% (14)
Nursing home	19.7% (1981)	28.7% (2511)	13.5 (7)	20.9% (9)
Palliative care	0% (5)	0.6% (54)	0 (0)	2.3% (1)
Transfer from another hospital	1.4% (145)	3.9% (343)	1.9% (1)	0% (0)
Long stay care	0.2% (18)	0.3% (26)	0% (0)	0% (0)

Change in residence*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
No change	73.4% (6428)	72.1% (31)
Own/ carer's home to nursing/ residential care	11.1% (972)	11.6% (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)	**93.8%** 8558/9126 (96%, 91-98%)	**100%** 48/48	100% 40/40
	15	An assessment of nutritional status was performed by a healthcare professional: (y/n/could not be assessed for recorded reasons)	**89.8%** 8832/9837 (93%, 86-96%)	**98.1%** 51/52	95% 38/40
	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	**85.9%** 7580/8822 (89%, 79-96%)	**88.2%** 45/51	81.6% 31/38
		Other action taken	**4%** 352/8822 (2%, 0-5%)	**2%** 1/51	New answer options for Round 3
		Yes or other action taken	**89.9%** 7932/2288 (93%, 85-98%)	**90.2%** 46/51	
1.10 [1]	16	Has a formal pressure ulcer risk assessment been carried out and score recorded? (y/n)	**95.5%** 9590/10044 (98%, 94-100%)	**96.2%** 50/52	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)	**88%** 8572/9744 (92%, 85-97%)	**84.3%** 43/51	84.6% 33/39
1.11 [1]	18	As part of the multidisciplinary assessment has the patient been assessed for the presence of any pain? (y/n/could not be assessed for recorded reasons)	**83.2%** 8185/9840 (90%, 77-98%)	**84.6%** 44/52	77.5% 31/40

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	**45.3%** 4212/9294 (45%, 23-66%)	**17.6%** 9/51	76.5% 26/34
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	**42.8%** 3977/9294 (44%, 26-58%)	**80.4%** 41/51	New answer options for Round 3
		Yes, other	**1.7%** 161/9294 (0%, 0-2%)	**0%** 0/51	
		Yes (all options)	**89.8%** 8350/9294 (92%, 85-96%)	**98%** 50/51	

Mental state assessment

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.3 [2]	20	Has a standardised mental status test been carried out? (y/n/could not be assessed for recorded reasons)	**54%** 4684/8682 (55%, 38-72%)	**81%** 34/42	81.1% 30/37
1.4 [2]	21	Has an assessment been carried out for recent changes or fluctuation in behaviour that may indicate the presence of delirium?			
		Yes, and there were indications that delirium may be present	**25.9%** 2603/10047 (24%, 14-36%)	**32.7%** 17/52	45% 18/40
		Yes, but there was no indication that delirium may be present	**18.5%** 1863/10047 (15%, 6-25%)	**15.4%** 8/52	7.5% 3/40
		Yes (both options)	**44.5%** 4466/10047 (42%, 27-60%)	**48.1%** 25/52	52.5% 21/40
1.5 [2]	21a	*(If Q21=Yes)* Has the patient been clinically assessed for delirium by a healthcare professional? (y/n)	**85.3%** 2220/2603 (90%, 78-100%)	**100%** 17/17	88.9% 16/18

Information about the person with dementia

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	22	Does the care assessment contain a section dedicated to collecting information from the carer, next of kin or a person who knows the patient well? (y/n)	**57.2%** 5727/10010 (58%, 31-85%)	**75%** 39/52	65% 26/40
	22a	*(If Q22=Yes)* Has information been collected about the patient regarding personal details, preferences and routines?			
		Yes	**47.4%** 2669/5626 (53%, 30-77%)	**10.3%** 4/39	58.3% 14/24
		Unknown*	**33.1%** 1865/5626 (14%, 0-44%)	**87.2%** 34/39	New answer option for Round 3
	22b	*(If Q22=Yes)* Has information been collected about the patient's food and drink preferences?			
		Yes	**44.1%** 2476/5616 (50%, 29-71%)	**10.3%** 4/39	New question for Round 3
		Unknown*	**34.1%** 1916/5616 (16%, 3-48%)	**84.6%** 33/39	
	22c	*(If Q22=Yes)* Has information been collected about the patient regarding reminders or support with personal care?			
		Yes	**55.3%** 3116/5631 (64%, 42-80%)	**35.9%** 14/39	75% 18/24
		Unknown*	**29.9%** 1685/5631 (13%, 0-37%)	**64.1%** 25/39	New answer option for Round 3
	22d	*(If Q22=Yes)* Has information been collected about the patient regarding recurring factors that may cause or exacerbate distress?			
		Yes	**32.6%** 1818/5583 (35%, 18-56%)	**5.3%** 2/38	60% 15/25
		Unknown*	**37.8%** 2110/5583 (20%, 5-50%)	**92.1%** 35/38	New answer option for Round 3

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	22e	*(If Q22=Yes)* Has information been collected about the patient regarding support or actions that can calm the person if they are agitated?			
		Yes	**28.2%** 1564/5539 (26%, 13-50%)	**2.6%** 1/38	52% 13/25
		Unknown*	**39.1%** 2167/5539 (20%, 7-52%)	**92.1%** 35/38	New answer option for Round 3
1.15 [3]	22f	*(If Q22=Yes)* Has information been collected about the patient regarding life details which aid communication?			
		Yes	**43.1%** 2413/5598 (50%, 25-70%)	**10.5%** 4/38	60% 15/25
		Unknown*	**35.3%** 1977/5598 (17%, 3-46%)	**86.8%** 33/38	New answer option for Round 3

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

Discharge

Assessment before discharge

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
5.3 [2]	23	At the point of discharge the patient's level of cognitive impairment, using a standardised assessment, was summarised and recorded: (y/n)	**22.4%** 1639/7329 (17%, 9-30%)	**13.5%** 5/37	69% 20/29
	23a	*(If 23=No)* Please comment:			
		Patient too unwell/ not responsive	**3.3%** 189/5690	**6.3%** 2/32	New question for Round 3
		Patient has advanced dementia (i.e. patient's advanced dementia makes the assessment not appropriate)	**1.9%** 110/5690	**6.3%** 2/32	
		Not routine/ not standard practice	**5.8%** 331/5690	**0%** 0/32	
		Not documented/ unknown reason	**78.1%** 4444/5690	**84.4%** 27/32	
		Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	**10.8%** 616/5690	**3.1%** 1/32	
	24	At the point of discharge the cause of cognitive impairment was summarised and recorded: (y/n)	**69.1%** 5067/7329 (72%, 57-84%)	**94.6%** 35/37	86.2% 25/29
	25	Have there been any symptoms of delirium? (y/n)	**32.3%** 2367/7329 (33%, 22-41%)	**32.4%** 12/37	55.2% 16/29
	25a	*(If Q25=Yes)* Have the symptoms of delirium been summarised for discharge? (y/n)	**47.9%** 1133/2367 (45%, 33-64%)	**83.3%** 10/12	81.3% 13/16
	26	Have there been any persistent behavioural and psychiatric symptoms of dementia (wandering, aggression, shouting) during this admission? (y/n)	**19.4%** 1425/7329 (19%, 13-26%)	**5.4%** 2/37	41.4% 12/29
	26a	*(If Q26=Yes)* Have the symptoms of behavioural and psychiatric symptoms of dementia been summarised for discharge? (y/n)	**44.5%** 635/1426 (40%, 23-60%)	**50%** 1/2	91.7% 11/12

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
5.3 [2]	27	Is there a recorded referral to a social worker for assessment of housing and care needs due to a proposed change in residence?	**65.5%** 1649/2519 (71%, 53-89%)	**73.3%** 11/15	New question for Round 3
	27a (i)	*(If Q27=Yes):* There are documented concerns about the patient's capacity to consent to the referral:	**70.4%** 1161/1649 (75%, 50-89%)	**81.8%** 9/11	New question for Round 3
	27a (ii)	The patient had capacity on assessment and their consent is documented	**11.9%** 138/1161 (0%, 0-20%)	**0%** 0/9	
		The patient lacked requisite capacity and evidence of a best interests decision has been recorded	**69.9%** 811/1161 (75%, 50-90%)	**100%** 9/9	
		There is no record of either consent or best interest decision making*	**18.3%** 212/1161 (14%, 0-33%)	**0%** 0/9	
	27a (i)	There are no documented concerns about the patient's capacity to consent to the referral:	**29.6%** 488/1649 (25%, 11-50%)	**18.2%** 2/11	
	27a (iii)	The patients consent was requested and this is recorded	**29.1%** 142/488 (25%, 0-50%)	**50%** 1/2	
		There is no record of the patients consent*	**70.9%** 346/488 (75%, 50-100%)	**50%** 1/2	
	27a (ii & iii)	Consent or best interests (responses options combined)	**66.2%** 1091/1649 (67%, 50-86%)	**90.9%** 10/11	
		No consent or best interests (response options combined)	**33.8%** 558/1649 (33%, 14-50%)	**9.1%** 1/11	

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

Discharge coordination and multi-disciplinary team input

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
6.4 [2]	28	Did a named person/ identified team co-ordinate the discharge plan? (y/n/na)	**82%** 5807/7083 (89%, 72-96%)	**91.9%** 34/37	72.4% 21/29
5.4 [1]	29a	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with the person with dementia? (y/n/na)	**53.9%** 3327/6169 (55%, 38-72%)	**83.3%** 25/30	100% 28/28
	29b	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with the person's carer/ relative? (y/n/na)	**80.7%** 5597/6935 (82%, 71-91%)	**94.6%** 35/37	100% 28/28
	29c	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with the consultant responsible for the patient's care? (y/n)	**75.1%** 5501/7329 (81%, 63-91%)	**91.9%** 34/37	100% 29/29
	29d	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with other members of the multidisciplinary team? (y/n)	**81.5%** 5971/7329 (85%, 76-93%)	**97.3%** 36/37	96.6% 28/29
5.6 [1]	30	Has a single plan/ summary for discharge with clear updated information been produced? (y/n)	**85.1%** 6234/7329 (92%, 77-97%)	**94.6%** 35/37	100% 29/29
5.7 [2]	31	Are any support needs that have been identified documented in the discharge plan/ summary? (y/n/na)	**60.2%** 4211/6995 (61%, 44-79%)	**81.1%** 30/37	96.3% 26/27
5.8 [1]	32	Has the patient and/ or carer received a copy of the plan/ summary? (y/n/na)	**80.6%** 5621/6975 (94%, 72-100%)	**91.9%** 34/37	86.2% 25/29
N5b [2]	33	Was a copy of the discharge plan/ summary sent to the GP/ primary care team on the day of discharge? (y/n/na)	**93.6%** 6701/7156 (98%, 93-100%)	**97.3%** 36/37	New question for Round 3

Discharge planning

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
5.1 [2]	34	Was discharge planning initiated within 24 hours of admission? (y/n/na)	**47.4%** 2483/5242 (48%, 27-67%)	**73.3%** 22/30	63% 17/27
	34a	*(If Q34=N/A)* Please select the recorded reason why discharge planning could not be initiated within 24 hours:			
		Patient acutely unwell	**62.5%** 1306/2088	**42.9%** 3/7	50% 1/2
		Patient awaiting assessment	**9.1%** 190/2088	**0%** 0/7	0% 0/2
		Patient awaiting history/ results	**6.1%** 127/2088	**0%** 0/7	0% 0/2
		Patient awaiting surgery	**9.6%** 200/2088	**28.6%** 2/7	0% 0/2
		Patient presenting confusion	**5.7%** 120/2088	**14.3%** 1/7	0% 0/2
		Patient on end of life plan	**0%** 1/2088	**0%** 0/7	-
		Patient being transferred to another hospital	**0.1%** 2/2088	**0%** 0/7	0% 0/2
		Patient unresponsive	**0.3%** 6/2088	**0%** 0/7	0% 0/2
		Patient being discharged to nursing/ residential care	**6.5%** 136/2088	**14.3%** 1/7	0% 0/2
		Not recorded	-	-	50% 1/2
		Other	**0%** 0/2088	**0%** 0/7	0% 0/2

Support for carers and family

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
5.10 [2]	35	Carers or family have received notice of discharge and this is documented:			
		Less than 24 hours	**19.5%** 1432/7329	**16.2%** 6/37	3.4% 1/29
		24 hours	**12.2%** 897/7329	**21.6%** 8/37	6.9% 2/29
		25 - 48 hours	**14.7%** 1075/7329	**8.1%** 3/37	6.9% 2/29
		More than 48 hours	**27.1%** 1985/7329	**48.6%** 18/37	65.5% 19/29
		No notice at all	**0.5%** 35/7329	**0%** 0/37	0% 0/29
		Not documented	**24.2%** 1770/7329	**5.4%** 2/37	10.3% 3/29
		No carer, family, friend/ could not contact	**1.8%** 132/7329	**0%** 0/37	6.9% 2/29
		Patient specified information withheld	**0%** 3/7329	**0%** 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)	**67.3%** 2605/3868 (70%, 50-88%)	**93.1%** 27/29	95.8% 23/24

Appendix D: Carer demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
18 – 24 years	**1%** (48)	**0%** (0)
25 – 34 years	**2.9%** (133)	**0%** (0)
35 – 44 years	**5.6%** (259)	**0%** (0)
45 – 54 years	**16.2%** (749)	**5.9%** (1)
55 – 64 years	**25.8%** (1193)	**35.3%** (6)
65 – 74 years	**20.8%** (960)	**11.8%** (2)
75 – 84 years	**19.1%** (885)	**35.3%** (6)
85 years or over	**7.4%** (343)	**5.9%** (1)
Prefer not to say	**1.2%** (56)	**5.9%** (1)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	**30.6%** (1413)	**47.1%** (8)
Female	**68.1%** (3150)	**52.9%** (9)
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%** (17)
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)	**41.2%** (7)
Family member	**55.9%** (2597)	**58.8%** (10)
Friend	**4.4%** (203)	**0%** (0)
Professional carer (health or social care)	**5.4% (**249)	**0%** (0)
Other	**0.9%** (41)	**0%** (0)

One of main carers for patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Yes	**77.8%** (3356)	**100%** (16)

Appendix E: Carer questionnaire data

Patient care

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
9.3 [1]	1	Do you feel that hospital staff were well informed and understood the needs of the person you look after?		
		Yes, definitely	**46.5%** 2130/4578	**23.5%** 4/17
		Yes, to some extent	**43.3%** 1980/4578	**58.8%** 10/17
		No	**10.2%** 468/4578	**17.6%** 3/17
7.4 [2]	2	Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after?		
		Yes, definitely	**54.2%** 2489/4592	**29.4%** 5/17
		Yes, to some extent	**36.4%** 1672/4592	**64.7%** 11/17
		No	**9.4%** 431/4592	**5.9%** 1/17
1.14 [1]	3	Was the person you look after given enough help with personal care from hospital staff? *For example, eating, drinking, washing and using the toilet.*		
		Yes, definitely	**55.4%** 2456/4433	**35.3%** 6/17
		Yes, to some extent	**34.2%** 1515/4433	**58.8%** 10/17
		No	**10.4%** 462/4433	**5.9%** 1/17
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?		
		Yes, definitely	**76%** 3471/4569	**70.6%** 12/17
		Yes, to some extent	**20.8%** 952/4569	**29.4%** 5/17
		No	**3.2%** 146/4569	**0%** 0/17

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? *For example, about plans for treatment and discharge.*		
		Yes, definitely	**41.8%** 1908/4566	**35.3%** 6/17
		Yes, to some extent	**40.4%** 1843/4566	**52.9%** 9/17
		No	**17.8%** 815/4566	**11.8%** 2/17
9.11 [2]	6	Were you (or the patient, where appropriate) involved as much as you wanted to be in decisions about their care?		
		Yes, definitely	**47.5%** 2138/4497	**37.5%** 6/16
		Yes, to some extent	**36.4%** 1637/4497	**56.3%** 9/16
		No	**16.1%** 722/4497	**6.3%** 1/16
1.14 [1]	7	Did hospital staff ask you about the needs of the person you look after to help plan their care?		
		Yes, definitely	**45.4%** 2053/4524	**23.5%** 4/17
		Yes, to some extent	**34.5%** 1563/4524	**47.1%** 8/17
		No	**20.1%** 908/4524	**29.4%** 5/17

Overall

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
	8	Overall, how would you rate the care received by the person you look after during the hospital stay?		
		Excellent	**34.5%** 1602/4645	**11.8%** 2/17
		Very good	**33.9%** 1575/4645	**52.9%** 9/17
		Good	**17%** 790/4645	**23.5%** 4/17
		Fair	**9.6%** 446/4645	**5.9%** 1/17
		Poor	**5%** 232/4645	**5.9%** 1/17
	9	How likely would you be to recommend the service to friends and family if they needed similar care or treatment?		
		Extremely likely	**42.5%** 1933/4544	**17.6%** 3/17
		Likely	**34.1%** 1551/4544	**52.9%** 9/17
		Neither likely nor unlikely	**14.3%** 648/4544	**23.5%** 4/17
		Unlikely	**4.8%** 220/4544	**5.9%** 1/17
		Extremely unlikely	**4.2%** 192/4544	**0%** 0/17

Support for the carer

Std no. [Type]		Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
	10	Overall, how satisfied are you with the support **you** have received from this hospital to help you in your role as a carer?		
		Very satisfied	**50.3%** 2204/4379	**35.3%** 6/17
		Somewhat satisfied	**34%** 1487/4379	**52.9%** 9/17
		Somewhat dissatisfied	**9.9%** 434/4379	**11.8%** 2/17
		Very dissatisfied	**5.8%** 254/4379	**0%** 0/17

Appendix F: Staff demographics

% of patients encounter in role who have dementia/ possible dementia	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 25%	**31.9%** (4559)	**14.7%** (11)
26 - 50%	**25.6%** (3651)	**29.3%** (22)
51 - 75%	**24.4%** (3489)	**33.3%** (25)
More than 75%	**18.1%** (2588)	**22.7%** (17)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	**15.7%** (2260)	**20%** (15)
Female	**83.2%** (11954)	**80%** (60)
Other	**0.2%** (34)	**0%** (0)
Prefer not to say	**0.8%** (113)	**0%** (0)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	**79.9%** (11467)	**73.3%** (55)
Black/ Black British	**4.1%** (594)	**6.7%** (5)
Asian/ Asian British	**8%** (1150)	**9.3%** (7)
Mixed	**1.3%** (183)	**2.7%** (2)
Chinese	**0.5%** (73)	**0%** (0)
Other	**4.5%** (646)	**6.7%** (5)
Prefer not to say	**1.7%** (241)	**1.3%** (1)

Job role	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Registered nurse (Band 5 or 6)	**29.9%** (4300)	**25.3%** (19)
Registered nurse (Band 7 or above)	**12.7%** (1831)	**16%** (12)
Healthcare assistant	**23.1%** (3324)	**18.7%** (14)
Doctor	**11.5%** (1645)	**29.3%** (22)
Allied healthcare professional	**11.9%** (1713)	**6.7%** (5)
Therapy assistant/ allied healthcare professional assistant	**2.6%** (367)	**0%** (0)
Student	**2.3%** (332)	**0%** (0)
Ward based administrators	**4%** (571)	**1.3%** (1)
Other/ unknown	**1.9%** (279)	**2.7%** (2)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	**13%** (1866)	**13.3%** (10)
30 hours or more	**87%** (12458)	**86.7%** (65)

Time worked in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Less than 6 months	**8%** (1148)	**10.7%** (8)
6 - 11 months	**9.5%** (1364)	**12%** (9)
1 - 2 years	**15.6%** (2242)	**14.7%** (11)
3 - 5 years	**16.4%** (2350)	**21.3%** (16)
6 - 10 years	**15.9%** (2283)	**14.7%** (11)
11 - 15 years	**12.1%** (1739)	**10.7%** (8)
More than 15 years	**22.4%** (3205)	**16%** (12)

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? *E.g. dementia specialist team, mental health liaison, dementia champions.*				
	1a	During office hours *i.e. Monday-Fri, 9am-5pm*				
		Yes, always	**28.7%** 4026/14024	**61.6%** 8640/14024	**36.5%** 27/74	**82.4%** 61/74
		Yes, most of the time	**32.9%** 4614/14024		**45.9%** 34/74	
		Yes, sometimes	**26.8%** 3760/14024	-	**14.9%** 11/74	-
		No	**11.6%** 1624/14024	-	**2.7%** 2/74	-
	1b	Out of office hours				
		Yes, always	**7.8%** 874/11207	**23.5%** 2637/11207	**9.7%** 6/62	**25.8%** 16/62
		Yes, most of the time	**15.7%** 1763/11207		**16.1%** 10/62	
		Yes, sometimes	**27.9%** 3129/11207	-	**40.3%** 25/62	-
		No	**48.6%** 5441/11207	-	**33.9%** 21/62	-

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? *Please tick all that apply:*		
		eLearning	**42.8%** 5653/13205	**46.3%** 31/67
		Workshop/ study day	**53.2%** 7030/13205	**77.6%** 52/67
		Higher education module	**5.4%** 713/13205	**4.5%** 3/67
		Workbook	**7.7%** 1018/13205	**1.5%** 1/67
		Other	**7.3%** 961/13205	**10.4%** 7/67
		I have not received any dementia training at this hospital	**17.3%** 2278/13205	**4.5%** 3/67
	2a	Following your training at this hospital, do you feel better prepared to provide care/ support to people with dementia?		
		Yes, much better prepared	**42.2%** 4502/10670	**56.3%** 36/64
		Yes, somewhat better prepared	**50.5%** 5390/10670	**39.1%** 25/64
		No	**7.3%** 778/10670	**4.7%** 3/64

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? *E.g. their likes/ dislikes, preferred name, past job.*				
		Yes, always	**21.4%** 3072/14345	**59.9%** 8597/14345	**14.7%** 11/75	**64%** 48/75
		Yes, most of the time	**38.5%** 5525/14345		**49.3%** 37/75	
		Yes, sometimes	**33%** 4734/14345	-	**34.7%** 26/75	-
		No	**7.1%** 1014/14345	-	**1.3%** 1/75	-
	3a	Do you have the opportunity to use this information to help you care for/ support people with dementia?				
		Yes, always	**26.6%** 3549/13329	**67.5%** 9003/13329	**21.6%** 16/74	**66.2%** 49/74
		Yes, most of the time	**40.9%** 5454/13329		**44.6%** 33/74	
		Yes, sometimes	**30.6%** 4074/13329	-	**31.1%** 23/74	-
		No	**1.9%** 252/13329	-	**2.7%** 2/74	-
7.4 [2]	4	In your current role, do you feel encouraged to accommodate the individual needs and preferences of people with dementia? *E.g. taking time to speak and interact at the pace of the person with dementia, permitting them to walk around the ward.*				
		Yes, always	**28.9%** 4145/14333	**62.1%** 8904/14333	**42.7%** 32/75	**74.7%** 56/75
		Yes, most of the time	**33.2%** 4759/14333		**32%** 24/75	
		Yes, sometimes	**27.3%** 3913/14333	-	**18.7%** 14/75	-
		No	**10.6%** 1516/14333	-	**6.7%** 5/75	-

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
7.12 [1]	6	As a team, how often do you talk about the way you care for/ support people with complex needs (including dementia)?		
		Frequently	**49.8%** 6203/12457	**63.2%** 43/68
		Occasionally	**37.2%** 4636/12457	**32.4%** 22/68
		Almost Never	**9.7%** 1210/12457	**4.4%** 3/68
		Never	**3.3%** 408/12457	**0%** 0/68

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.e. visits are not limited to normal visiting hours and may include mealtimes.*				
		Yes, always	**51.2%** 6131/11978	**78.5%** 9402/11978	**67.2%** 45/67	**89.6%** 60/67
		Yes, most of the time	**27.3%** 3271/11978		**22.4%** 15/67	
		Yes, sometimes	**16.1%** 1927/11978	-	**7.5%** 5/67	-
		No	**5.4%** 649/11978	-	**3%** 2/67	-
7.18 [1]	8	Do you think that the people with dementia you care for/ support, have their nutritional needs met while on the ward(s) you work on?				
		Yes, always	**25.9%** 3181/12263	**76.1%** 9330/12263	**16.2%** 11/68	**86.8%** 59/68
		Yes, most of the time	**50.1%** 6149/12263		**70.6%** 48/68	
		Yes, sometimes	**19.2%** 2357/12263	-	**13.2%** 9/68	-
		No	**4.7%** 576/12263	-	**0%** 0/68	-

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? *E.g. pain relief, personal care, toileting, mobility assistance.*				
		Yes, always	**30.4%** 2785/9148	**78%** 7137/9148	**19.5%** 8/41	**87.8%** 36/41
		Yes, most of the time	**47.6%** 4352/9148		**68.3%** 28/41	
		Yes, sometimes	**18.7%** 1708/9148	-	**12.2%** 5/41	-
		No	**3.3%** 303/9148	-	**0%** 0/41	-
	10	Is additional staffing support provided if dependency needs on the ward(s) you work on increase?				
		Yes, always	**10.7%** 977/9143	**38.2%** 3493/9143	**7.3%** 3/41	**39%** 16/41
		Yes, most of the time	**27.5%** 2516/9143		**31.7%** 13/41	
		Yes, sometimes	**42.5%** 3887/9143	-	**43.9%** 18/41	-
		No	**19.3%** 1763/9143	-	**17.1%** 7/41	-
N3c [3]	11	Are night time bed moves for people with dementia avoided where possible on the ward(s) you work on? *By night time bed moves, we mean bed moves between the evening meal and breakfast the next morning.*				
		Yes, always	**16.3%** 1474/9047	**48.8%** 4416/9047	**5%** 2/40	**30%** 12/40
		Yes, most of the time	**32.5%** 2942/9047		**25%** 10/40	
		Yes, sometimes	**27.7%** 2506/9047	-	**45%** 18/40	-
		No	**23.5%** 2125/9047	-	**25%** 10/40	-

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)
3.7 [1]	12	In the last week (except in emergency situations), were patient mealtimes kept free of any clinical activity on the ward(s) you work on?				
		Yes, always	**28.3%** 2488/8788	**67.6%** 5944/8788	**17.5%** 7/40	**62.5%** 25/40
		Yes, most of the time	**39.3%** 3456/8788		**45%** 18/40	
		Yes, sometimes	**16.8%** 1476/8788	-	**20%** 8/40	-
		No	**15.6%** 1368/8788	-	**17.5%** 7/40	-
N3b [2]	13	Can you access finger food (i.e. food which can be eaten without a knife/ fork/ spoon) for people with dementia as an alternative to main meals?				
		Yes, always	**38%** 3356/8822	**65.2%** 5754/8822	**23.1%** 9/39	**51.3%** 20/39
		Yes, most of the time	**27.2%** 2398/8822		**28.2%** 11/39	
		Yes, sometimes	**22.5%** 1983/8822	-	**41%** 16/39	-
		No	**12.3%** 1085/8822	-	**7.7%** 3/39	-
3.11 [2]	14	Can you access snacks for people with dementia in between meals?				
		Yes, always	**44.5%** 4060/9119	**73.2%** 6675/9119	**39%** 16/41	**73.2%** 30/41
		Yes, most of the time	**28.7%** 2615/9119		**34.1%** 14/41	
		Yes, sometimes	**20.7%** 1886/9119	-	**17.1%** 7/41	-
		No	**6.1%** 558/9119	-	**9.8%** 4/41	-
N3a [2]	15	Are the nutrition and hydration needs of people with dementia communicated at handovers/ safety briefings?				
		Yes, always	**46.2%** 4199/9090	**79.6%** 7238/9090	**26.8%** 11/41	**80.5%** 33/41
		Yes, most of the time	**33.4%** 3039/9090		**53.7%** 22/41	
		Yes, sometimes	**15.5%** 1408/9090	-	**17.1%** 7/41	-
		No	**4.9%** 444/9090	-	**2.4%** 1/41	-

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 Royal Berkshire Hospital are provided.

Registered Nurses (Band 5 or 6)

By asking family members to come in and sit with patient.

Having a sensory room or cinema room they can spend time in.

Having enough staff will allow more time to care for people with dementia and provide the time they require and meet their needs.

If possible, the same nurse to look after patients with dementia. I have also heard of an elderly mentally infirm residential home/ nursing home that allows nurses to wear pyjamas at night so that patients with dementia are not confused seeing nurses wear uniform and they are in pyjamas; apparently is helps them to settle.

Improvement in the support offered for carers.

More staff to involve them in activities to keep their brain working.

More staff working one to one with a patient who is very challenging in behaviour.

My experience is that people with dementia are looked after with kindness, patience and compassion and [staff try] to maintain the dignity of the person. All members of nursing staff have attended dementia training through simulation workshop study day.

One on one care with very confused patients is often unavailable. This would make a big change.

People with dementia need more time to accommodate their individual needs. I often feel patients are rushed although our ward is working towards, and is already partly, environmentally dementia friendly.

Providing more staff that could spend more time with the patients.

Recruitment of more staff in clinical areas, to allow patients with dementia to be cared for more efficiently and holistically, without the staff feeling rushed and overwhelmed.

The elderly care wards are very well prepared to care for the dementia patients but the emergency department is not - and that is not very helpful when looking after them, while waiting for a bed on the ward.

Think wards which deal with dementia patients on daily basis should be able to access snack packs for patients who do not want to eat normal hospital meals. More selection of foods would be nice, often wards only have toast, bread and butter, biscuits or cereal - being able to access crisps, chocolate, different fruits would be nice.

We need to emphasise to all to use the "Hello, my name is" all the time and all the wards should give the Information booklets "about me" to carers of patients, and relatives looking after the patient so the carers will know that there is help and support if they need it.

With the recent upgrade to wards in elderly care, they are now more dementia friendly. The ongoing training has improved awareness of caring for dementia patients. Caring for dementia patients and their specialist needs requires constant review to maintain and improve practice.

Registered Nurses (Band 7 or above)

ALL to attend dementia training through simulation. Most have already but trying to get staff into the session.

By improving the staffing level, especially in acute elderly care wards. Needs more mealtime assistants who can actually feed patients.

Dementia nurse specialist recruited, not dementia as an add-on role for someone.

Extra staffing, like 1:1 care for patient with dementia.

I think the biggest thing is to improve communication with relatives and recognise they are the experts in the condition, and recognise that they may well have had a difficult time with their relative. There is a lot of very good paperwork that is available etc. but I still think communication can be improved.

I would like to see "all about me" books completed for all patients with dementia and, for the resources available to people with dementia on elderly care wards, to be more easily available to other areas of the hospital.

Improve staffing.

Integrate more with local dementia support groups.

More provision of 1:1 care across acute medical wards. We have a 1:1 care crew for wards across networked care that are available to assist with care of patients with dementia. They provide stimulation through the use of memory boxes and reminiscence, access and assistance with puzzles, music and picture therapy, and can assist with care at times when challenging behaviour is present. I feel this is an excellent service and would love to see it adopted trust-wide.

We do plenty of social activities with patients on our wards i.e. social dining, music therapy etc. for them not to sit in isolation, but to engage in stimulating activities in a calm environment.

Would like to see patients not having so many ward moves, especially confused and disorientated patients.

Healthcare Assistants

By ensuring their admission is consistent to one ward, not multiple wards during one admission.

Compulsory dementia training for all staff likely to come into contact with dementia patients. Regular update training. Not enough staff are understanding. Virtual training.

Employing enough staff who can provide one to one to the people with dementia.

Encourage staff from other countries to speak only the national language around people with dementia. It can already be very confusing and frightening for them, only hearing words that they cannot understand but even more confusing if they hear words of languages they cannot understand.

Give more staff, individuals always do not have time to talk with dementia patients. They take more time to understand what carers want from them, short of staff is not helping. More organised paper work. More time.

Having enough staff. Always or nearly always, short staffed.

I think all wards should be made dementia friendly, having different colours per bay and space for communal dining - as dementia patients often eat better when not sitting alone.

In an ideal world, it would be good to have more activities going on. To be able to take for walks around hospital grounds and have a cup of tea. It would be good to have an area like a sitting room, with cosy chairs, away from the hustle and bustle of the ward.

It would be really beneficial for the patients if there was more 1 to 1 care. Someone to read to them e.g. the newspaper or a book.

Healthcare Assistants

Make wards more 'dementia friendly'. Make more time for talking/ calming/ reassuring patients with dementia. [Another] hospital - butterfly scheme does amazing work and we could use some tips!

More activities for dementia patients. One to one care is never there, or even if they come to the ward (once in 3 months), they stay for 30 minutes and go somewhere else.

More staff on ward and increased numbers of care crew and volunteers.

More staff to spend time with dementia patients as there aren't enough to look after the ward as well.

Doctors

Ensuring the "This is Me" booklet is always used.

Food/ drink likes and dislikes behind bed to help encourage intake.

Improve the environment in the admissions unit.

Increase the number of nursing staff in elderly care wards/ acute medical unit/ short stay unit.

Interacting with social services to encourage them to urge residential and nursing homes to come and assess patients with dementia promptly to facilitate discharge. Being done but care homes delay assessment which is detrimental to patients.

Longer time to interact - difficult on ward rounds etc. To be allowed out accompanied in "safe space" - often have long admissions.

More information about baseline cognition.

More members of the care crew.

More personal information - likes/ dislikes or "this is me" books available.

Some wards have unlimited visiting times, but not all. We could open visiting times on all wards, at least for people with dementia. We have date/ weather boards, which are great, but these are often incorrect. Larger clocks in individual bays would be useful.

Speedier discharge of patients once well enough to leave the acute hospital.

Tackle delayed transfers of care - we don't control. Avoid admission of patients with no acute need.

Allied Healthcare Professionals

For all dementia patients to be eating off red plates. Research has proven that patients with dementia eating off red plates consumed 25% more food than those eating off white plates.

Make dementia training mandatory training with an expiry date.

More one to one care would be very appropriate to individuals with dementia and more hands-on training for HCAs and nurses that spend most of their time with the patient as well.

More voluntary staff at mealtimes would allow the nutritional needs of these patients to be met as consistently as possible.

Students

No comments from students for your hospital.

Therapy Assistants & Allied Healthcare Professional Assistants

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

Ward-based Administrators

No comments from ward-based administrators for your hospital.

Other / Unknown

Encourage the efforts of nursing/ care staff when seeking to be creative in providing activity for patients with dementia. Maintenance of the care crew for 1:1 care and group activity. Full use of the care crew room for quiet activity or relaxation when patients are agitated by the busyness of the wards. Promote the "All about me" booklets and utilise family and relatives in patient care.