

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

Local report appendices for:

**Southend University Hospital**

**Southend University Hospital NHS Foundation Trust**

**July 2017**

Commissioned by:



**HQIP**

Healthcare Quality  
Improvement Partnership

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

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

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## Introduction to the appendices

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

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

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

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

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

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

# Appendix A: Organisational checklist data

## Governance and delivery of care

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
4.1 [2]	1	A care pathway or bundle for patients with dementia is in place:			
		Yes	<b>60.8%</b> 121/199	<b>No</b>	Yes
		In development	<b>26.1%</b> 52/199		
4.2 [2]	1a	<i>(If Q1=Yes or In development)</i> A senior clinician is responsible for implementation and/ or review of the care pathway: (y/n)	<b>97.1%</b> 168/173	<b>N/A</b>	Yes
4.1 [2]	1b	<i>(If Q1=Yes or In development)</i> The dementia care pathway/ bundle is integrated within or linked to the following care pathways:			
		Delirium			
		Yes	<b>65.9%</b> 114/173	<b>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>	Yes
	2b	Delayed discharge/ transfers, in which patients with dementia can be identified in the total number of patients with delayed discharge/ transfers (y/n)	<b>31.7%</b> 63/199	<b>No</b>	Yes
4.4 [2]	3	The Executive Board regularly reviews the number of in-hospital falls and the breakdown of the immediate causes, in which patients with dementia can be identified (y/n)	<b>60.3%</b> 120/199	<b>No</b>	Yes

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

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

## Discharge and transfer monitoring

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

## Use of personal information documents

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



Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
1.14 [1]	19	(If Q16=Yes) The form prompts staff to approach carers or relatives to collate necessary information: (y/n)	<b>93.4%</b> 183/196	<b>Yes</b>	Yes
20	Documenting use of personal information in practice: Hospitals selected three wards ( <b>not</b> mental health wards) which had the highest admissions of people with dementia. 10 patients in these wards were checked to see if the personal information document was present. Included were patients with dementia who needed a personal information document such as "This is Me" (any patients with dementia who did not require a personal information document were excluded).				
	Ward 1:		<b>Princess Anne</b>		New question for Round 3
	Ward 2:		<b>Windsor</b>		
	Ward 3:		<b>Estuary OPAS</b>		
	Number of patients checked:		-	<b>10</b>	New question for Round 3
	Range		<b>0-40</b>	-	-
	Median		<b>10</b>	-	-
	Number of these patients where the information was present:		-	<b>0</b>	New question for Round 3
	Percentage of patients where the information was present:		-	<b>0%</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]	21a	<i>(If Q21=Yes)</i> Please say what this is:			
		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>Yes</b>	
	22a	<i>(If Q22=Yes)</i> Please say what this is:			
		A visual indicator, symbol or marker	<b>87.1%</b> 122/140	-	N/A
		Alert sheet or electronic flag	<b>18.6%</b> 26/140	√	
		A box to highlight or alert dementia condition in the notes or care plan	<b>20.7%</b> 29/140	-	
Other		<b>17.9%</b> 25/140	√		
9.13 [2]	23	The dementia lead or dementia working group collates feedback from carers on the written and verbal information provided to them: (y/n)	<b>81.9%</b> 163/199	<b>Yes</b>	

## Training, learning and development

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

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

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
7.4 [2]	25	Support staff in the hospital, e.g. housekeepers, porters, receptionists			
		Mandatory	<b>41.2%</b> 82/199	-	-
		Provided on induction	<b>57.8%</b> 115/199	-	-
		Provided in the last 12 months	<b>63.8%</b> 127/199	-	-
		Not provided in the last 12 months	<b>11.1%</b> 22/199	✓	✓
7.11 [3]	26	Involvement of people with dementia and carers and use of their experiences is included in the training for ward staff: (y/n)	<b>82.4%</b> 164/199	<b>Yes</b>	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>	No
6.3 [3]	30a	<i>(If Q30=Yes)</i> Access to intermediate care services allows people with dementia to be admitted to intermediate care directly and avoid unnecessary hospital admission: (y/n)	<b>84.3%</b> 156/185	<b>No</b>	N/A
7.1 [2]	31	There is a named dignity lead to provide guidance, advice and consultation to staff: (y/n)	<b>70.4%</b> 140/199	<b>Yes</b>	Yes
6.4 [2]	32	There is a named person/ identified team who takes overall responsibility for complex needs discharge and this includes people with dementia: (y/n)	<b>95.5%</b> 190/199	<b>Yes</b>	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>No</b>	Yes
6.6 [3]	33b	<i>(If Q32=Yes)</i> This person/ team has experience of working with people with dementia and their carers: (y/n)	<b>98.4%</b> 187/190	<b>Yes</b>	Yes
6.7 [2]	34	There is a social worker or other designated person or team responsible for working with people with dementia and their carers, and providing advice and support, or directing to appropriate organisations or agencies: (y/n)	<b>75.9%</b> 151/199	<b>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	
N3b [2]	35	The hospital can provide finger foods for people with dementia (please select one option only):			New question for Round 3
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery (finger food) on every day	<b>65.3%</b> 130/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on four to six days per week or more	<b>1%</b> 2/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on two or three days per week or more	<b>0%</b> 0/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on only one day per week	<b>0%</b> 0/199	-	
		Finger food consists of sandwiches/wraps only	<b>33.7%</b> 67/199	√	
		Patients who may be unable to use cutlery will never be admitted to the hospital	<b>0%</b> 0/199	-	
3.11 [2]	36	The hospital can provide 24 hour food services for people with dementia (please select one option only):			New question for Round 3
		In addition to the main meals, other food, for example toast, sandwiches, cereals, soup, and lighter hot dish(es) are available 24 hours a day	<b>50.8%</b> 101/199	√	
		In addition to the main meals, other food, for example toast, sandwiches, cereals, soup are available, but less than 24 hours a day	<b>10.6%</b> 21/199	-	
		Simple food supplies for example bread, cereal, yoghurt and biscuits are available 24 hours a day	<b>32.2%</b> 64/199	-	
		Only snacks (biscuits, cake) are available 24 hours a day	<b>3%</b> 6/199	-	
Food is not available 24 hours a day	<b>3.5%</b> 7/199	-			
6.10 [2]	37	There is access to advocacy services with experience and training in working with people with dementia: (y/n)	<b>95%</b> 189/199	<b>Yes</b>	No

## Environment

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

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



## Appendix B: Patient demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
34 - 65	<b>2.2%</b> (221)	<b>0%</b> (0)
66 - 80	<b>24.3%</b> (2445)	<b>24.5%</b> (12)
81 - 100	<b>73%</b> (7332)	<b>75.5%</b> (37)
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>67 - 97</b>
Mean	<b>84</b>	<b>83.7</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>42.9%</b> (21)
Female	<b>59.9%</b> (6018)	<b>57.1%</b> (28)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>82.1%</b> (8250)	<b>100%</b> (49)
Black/ Black British	<b>1.2%</b> (123)	<b>0%</b> (0)
Asian/ Asian British	<b>1.9%</b> (193)	<b>0%</b> (0)
Chinese	<b>0.1%</b> (10)	<b>0%</b> (0)
Mixed	<b>0.1%</b> (11)	<b>0%</b> (0)
Not documented	<b>2.1%</b> (210)	<b>0%</b> (0)
Other	<b>12.4%</b> (1250)	<b>0%</b> (0)

First language	National audit Round 3: % (N)	Your hospital Round 3: % (N)
English	<b>77.4%</b> (7778)	<b>98%</b> (48)
Welsh	<b>0.6%</b> (61)	<b>0%</b> (0)
Other European language	<b>1%</b> (96)	<b>0%</b> (0)
Asian language	<b>1.4%</b> (144)	<b>0%</b> (0)
Not documented	<b>19%</b> (1909)	<b>0%</b> (0)
Other	<b>0.6%</b> (59)	<b>2%</b> (1)

Primary diagnosis/ cause of admission*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Respiratory	<b>19.9%</b> (1998)	<b>22.4%</b> (11)
Fall	<b>13.3%</b> (1332)	<b>20.4%</b> (10)
Urinary/ renal	<b>9%</b> (901)	<b>10.2%</b> (5)
Hip dislocation/ hip fracture	<b>7.5%</b> (754)	<b>10.2%</b> (5)
Sepsis	<b>6.3%</b> (633)	<b>8.2%</b> (4)
Delirium/ confusion	<b>6%</b> (604)	<b>0%</b> (0)
Gastrointestinal	<b>5.9%</b> (595)	<b>8.2%</b> (4)
Cardiac/ vascular	<b>5.1%</b> (517)	<b>6.1%</b> (3)
Stroke	<b>3.8%</b> (380)	<b>2%</b> (1)
Neurological	<b>3.6%</b> (364)	<b>4.1%</b> (2)
Skin lacerations/ lesions	<b>2%</b> (204)	<b>2%</b> (1)
Impaired consciousness	<b>2%</b> (198)	<b>0%</b> (0)
Dementia**	<b>1.9%</b> (195)	<b>0%</b> (0)
Other	<b>1.9%</b> (192)	<b>0%</b> (0)
Unable to cope/ frailty	<b>1.6%</b> (160)	<b>0%</b> (0)
Dehydration	<b>1.4%</b> (143)	<b>0%</b> (0)
Haematology	<b>1.1%</b> (115)	<b>0%</b> (0)
Endocrine/ metabolic	<b>1.1%</b> (112)	<b>0%</b> (0)
Other fractures	<b>1%</b> (96)	<b>0%</b> (0)
Cancer	<b>0.9%</b> (94)	<b>0%</b> (0)
Surgical/ non-surgical procedure	<b>0.9%</b> (86)	<b>4.1%</b> (2)
Pain/ swelling	<b>0.8%</b> (85)	<b>2%</b> (1)
Hepatology	<b>0.8%</b> (84)	<b>0%</b> (0)
Oral/ visual/ auditory	<b>0.4%</b> (45)	<b>0%</b> (0)
Rheumatic	<b>0.4%</b> (45)	<b>0%</b> (0)
Psychiatric	<b>0.4%</b> (42)	<b>0%</b> (0)
Adverse reaction to medication/ allergy/ overdose	<b>0.3%</b> (28)	<b>0%</b> (0)
Injury/ trauma	<b>0.2%</b> (24)	<b>0%</b> (0)
Not documented/ unknown	<b>0.2%</b> (21)	<b>0%</b> (0)

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

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

Speciality of the ward patients spent the longest time in	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Care of the Elderly/ Complex Care	<b>41.1%</b> (4125)	<b>30.6%</b> (15)
General Medical	<b>23.5%</b> (2359)	<b>8.2%</b> (4)
Other Medical	<b>9.9%</b> (999)	<b>8.2%</b> (4)
Orthopaedics	<b>8.9%</b> (892)	<b>14.3%</b> (7)
Surgical	<b>6.8%</b> (681)	<b>12.2%</b> (6)
Stroke	<b>4.5%</b> (456)	<b>4.1%</b> (2)
Cardiac	<b>2.5%</b> (248)	<b>4.1%</b> (2)
Other	<b>1.4%</b> (136)	<b>0%</b> (0)
Nephrology	<b>0.5%</b> (52)	<b>12.2%</b> (6)
Obstetrics/ Gynaecology	<b>0.4%</b> (41)	<b>0%</b> (0)
Critical Care	<b>0.2%</b> (23)	<b>2%</b> (1)
Oncology	<b>0.2%</b> (22)	<b>4.1%</b> (2)
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>10.2%</b> (5)
Self-discharged from hospital	<b>0.1%</b> (12)	<b>0%</b> (0)
Were marked 'fast track discharge'/ 'discharge to assess'/ 'transfer to assess'/ expedited with family agreement for recorded reasons	<b>5.5%</b> (482)	<b>9.1%</b> (4)
Received end of life care in hospital/ was on an end of life care plan	<b>13%</b> (1302)	<b>14.3%</b> (7)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
2 - 10 days	<b>45.3%</b> (4553)	<b>91.8%</b> (45)
11 – 20 days	<b>25.5%</b> (2559)	<b>8.2%</b> (4)
21 – 30 days	<b>11.3%</b> (1132)	<b>0%</b> (0)
31 – 40 days	<b>6.7%</b> (671)	<b>0%</b> (0)
41 – 50 days	<b>4.2%</b> (418)	<b>0%</b> (0)
51 – 60 days	<b>2.3%</b> (230)	<b>0%</b> (0)
61 – 70 days	<b>1.7%</b> (168)	<b>0%</b> (0)
71 – 80 days	<b>1%</b> (102)	<b>0%</b> (0)
81 – 90 days	<b>0.6%</b> (62)	<b>0%</b> (0)
More than 90 days	<b>1.5%</b> (152)	<b>0%</b> (0)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	<b>2-775</b>	<b>3-16</b>
Median (days)	<b>12</b>	<b>6</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>53.1%</b> (26)	<b>50%</b> (22)
Respite care	<b>0.8%</b> (80)	<b>1.6%</b> (136)	<b>6.1%</b> (3)	<b>4.5%</b> (2)
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>2%</b> (1)	<b>2.3%</b> (1)
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>28.6%</b> (14)	<b>29.5%</b> (13)
Nursing home	<b>19.7%</b> (1981)	<b>28.7%</b> (2511)	<b>10.2</b> (5)	<b>11.4%</b> (5)
Palliative care	<b>0%</b> (5)	<b>0.6%</b> (54)	<b>0</b> (0)	<b>0%</b> (0)
Transfer from another hospital	<b>1.4%</b> (145)	<b>3.9%</b> (343)	<b>0%</b> (0)	<b>0%</b> (0)
Long stay care	<b>0.2%</b> (18)	<b>0.3%</b> (26)	<b>0%</b> (0)	<b>0%</b> (0)

Change in residence*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
No change	<b>73.4%</b> (6428)	<b>84.1%</b> (37)
Own/ carer's home to nursing/ residential care	<b>11.1%</b> (972)	<b>0%</b> (0)

\*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>92.3%</b> 36/39	100% 19/19	
	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>83.7%</b> 41/49	70% 14/20	
	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>52.5%</b> 21/40	92.9% 13/14
		Other action taken	<b>4%</b> 352/8822 (2%, 0-5%)	<b>27.5%</b> 11/40	New answer options for Round 3	
	Yes or other action taken	<b>89.9%</b> 7932/2288 (93%, 85-98%)	<b>80%</b> 32/40			
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>93.9%</b> 46/49	80% 16/20	
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>93.8%</b> 45/48	80% 16/20	
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>66%</b> 31/47	84.2% 16/19	

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>4.8%</b> 2/42	78.9% 15/19
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	<b>42.8%</b> 3977/9294 (44%, 26-58%)	<b>61.9%</b> 26/42	New answer options for Round 3
		Yes, other	<b>1.7%</b> 161/9294 (0%, 0-2%)	<b>7.1%</b> 3/42	
		Yes (all options)	<b>89.8%</b> 8350/9294 (92%, 85-96%)	<b>73.8%</b> 31/42	

### 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>31.7%</b> 13/41	57.9% 11/19
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>18.4%</b> 9/49	15% 3/20
		Yes, but there was no indication that delirium may be present	<b>18.5%</b> 1863/10047 (15%, 6-25%)	<b>10.2%</b> 5/49	10% 2/20
		Yes (both options)	<b>44.5%</b> 4466/10047 (42%, 27-60%)	<b>28.6%</b> 14/49	25% 5/20
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>55.6%</b> 5/9	100% 3/3

## 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>14.3%</b> 7/49	70% 14/20
	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>16.7%</b> 1/6	35.7% 5/14
		Unknown*	<b>33.1%</b> 1865/5626 (14%, 0-44%)	<b>16.7%</b> 1/6	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>16.7%</b> 1/6	New question for Round 3
		Unknown*	<b>34.1%</b> 1916/5616 (16%, 3-48%)	<b>50%</b> 3/6	
	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>100%</b> 6/6	85.7% 12/14
		Unknown*	<b>29.9%</b> 1685/5631 (13%, 0-37%)	<b>0%</b> 0/6	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>16.7%</b> 1/6	14.3% 2/14
		Unknown*	<b>37.8%</b> 2110/5583 (20%, 5-50%)	<b>16.7%</b> 1/6	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>0%</b> 0/6	0% 0/14
		Unknown*	<b>39.1%</b> 2167/5539 (20%, 7-52%)	<b>33.3%</b> 2/6	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>16.7%</b> 1/6	14.3% 2/14
		Unknown*	<b>35.3%</b> 1977/5598 (17%, 3-46%)	<b>16.7%</b> 1/6	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>5.1%</b> 2/39	21.1% 4/19
	23a	<i>(If 23=No)</i> Please comment:			
		Patient too unwell/ not responsive	<b>3.3%</b> 189/5690	<b>5.4%</b> 2/37	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> 0/37	
		Not routine/ not standard practice	<b>5.8%</b> 331/5690	<b>0%</b> 0/37	
		Not documented/ unknown reason	<b>78.1%</b> 4444/5690	<b>81.1%</b> 30/37	
	Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	<b>10.8%</b> 616/5690	<b>13.5%</b> 5/37		
	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>82.1%</b> 32/39	57.9% 11/19
	25	Have there been any symptoms of delirium? (y/n)	<b>32.3%</b> 2367/7329 (33%, 22-41%)	<b>43.6%</b> 17/39	36.8% 7/19
	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>17.6%</b> 3/17	42.9% 3/7
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>25.6%</b> 10/39	31.6% 6/19	
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>0%</b> 0/10	33.3% 2/6	

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>88.9%</b> 8/9	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>50%</b> 4/8	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> 0/4	
		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>75%</b> 3/4	
		There is no record of either consent or best interest decision making*	<b>18.3%</b> 212/1161 (14%, 0-33%)	<b>25%</b> 1/4	
	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>50%</b> 4/8	
	27a (iii)	The patients consent was requested and this is recorded	<b>29.1%</b> 142/488 (25%, 0-50%)	<b>25%</b> 1/4	
		There is no record of the patients consent*	<b>70.9%</b> 346/488 (75%, 50-100%)	<b>75%</b> 3/4	
	27a (ii & iii)	Consent or best interests (responses options combined)	<b>66.2%</b> 1091/1649 (67%, 50-86%)	<b>50%</b> 4/8	
		No consent or best interests (response options combined)	<b>33.8%</b> 558/1649 (33%, 14-50%)	<b>50%</b> 4/8	

\*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>59%</b> 23/39	94.7% 18/19
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>22.9%</b> 8/35	42.1% 8/19
	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>73%</b> 27/37	89.5% 17/19
	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>23.1%</b> 9/39	89.5% 17/19
	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>84.6%</b> 33/39	100% 19/19
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>48.7%</b> 19/39	100% 19/19
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>17.9%</b> 7/39	63.2% 12/19
5.8 [1]	32	Has the patient and/ or carer received a copy of the plan/ summary? (y/n/na)	<b>80.6%</b> 5621/6975 (94%, 72-100%)	<b>97.4%</b> 38/39	100% 19/19
N5b [2]	33	Was a copy of the discharge plan/ summary sent to the GP/ primary care team on the day of discharge? (y/n/na)	<b>93.6%</b> 6701/7156 (98%, 93-100%)	<b>97.4%</b> 38/39	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>76.9%</b> 20/26	31.6% 6/19
	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>23.1%</b> 3/13	-% -/-
		Patient awaiting assessment	<b>9.1%</b> 190/2088	<b>15.4%</b> 2/13	-% -/-
		Patient awaiting history/ results	<b>6.1%</b> 127/2088	<b>23.1%</b> 3/13	-% -/-
		Patient awaiting surgery	<b>9.6%</b> 200/2088	<b>30.8%</b> 4/13	-% -/-
		Patient presenting confusion	<b>5.7%</b> 120/2088	<b>0%</b> 0/13	-% -/-
		Patient on end of life plan	<b>0%</b> 1/2088	<b>0%</b> 0/13	- -
		Patient being transferred to another hospital	<b>0.1%</b> 2/2088	<b>0%</b> 0/13	-% -/-
		Patient unresponsive	<b>0.3%</b> 6/2088	<b>7.7%</b> 1/13	-% -/-
		Patient being discharged to nursing/ residential care	<b>6.5%</b> 136/2088	<b>0%</b> 0/13	-% -/-
		Not recorded	-	-	-% -/-
		Other	<b>0%</b> 0/2088	<b>0%</b> 0/13	-% -/-

## 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>48.7%</b> 19/39	36.8% 7/19
		24 hours	<b>12.2%</b> 897/7329	<b>2.6%</b> 1/39	5.3% 1/19
		25 - 48 hours	<b>14.7%</b> 1075/7329	<b>5.1%</b> 2/39	42.1% 8/19
		More than 48 hours	<b>27.1%</b> 1985/7329	<b>23.1%</b> 9/39	10.5% 2/19
		No notice at all	<b>0.5%</b> 35/7329	<b>0%</b> 0/39	0% 0/19
		Not documented	<b>24.2%</b> 1770/7329	<b>20.5%</b> 8/39	5.3% 1/19
		No carer, family, friend/ could not contact	<b>1.8%</b> 132/7329	<b>0%</b> 0/39	0% 0/19
		Patient specified information withheld	<b>0%</b> 3/7329	<b>0%</b> 0/39	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>67.9%</b> 19/28	77.8% 7/9

## Appendix D: Carer demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
18 – 24 years	<b>1%</b> (48)	<b>0%</b> (0)
25 – 34 years	<b>2.9%</b> (133)	<b>0%</b> (0)
35 – 44 years	<b>5.6%</b> (259)	<b>0%</b> (0)
45 – 54 years	<b>16.2%</b> (749)	<b>10%</b> (1)
55 – 64 years	<b>25.8%</b> (1193)	<b>40%</b> (4)
65 – 74 years	<b>20.8%</b> (960)	<b>30%</b> (3)
75 – 84 years	<b>19.1%</b> (885)	<b>20%</b> (2)
85 years or over	<b>7.4%</b> (343)	<b>0%</b> (0)
Prefer not to say	<b>1.2%</b> (56)	<b>0%</b> (0)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>30.6%</b> (1413)	<b>20%</b> (2)
Female	<b>68.1%</b> (3150)	<b>80%</b> (8)
Other	<b>0.1%</b> (4)	<b>0%</b> (0)
Prefer not to say	<b>1.2%</b> (57)	<b>0%</b> (0)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>88.4%</b> (4079)	<b>100%</b> (10)
Black/ Black British	<b>3%</b> (140)	<b>0%</b> (0)
Asian/ Asian British	<b>3.3%</b> (152)	<b>0%</b> (0)
Mixed	<b>1%</b> (44)	<b>0%</b> (0)
Chinese	<b>0.2%</b> (9)	<b>0%</b> (0)
Other	<b>1.4%</b> (64)	<b>0%</b> (0)
Prefer not to say	<b>2.7%</b> (124)	<b>0%</b> (0)

Relationship to patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Spouse or partner	<b>33.5%</b> (1558)	<b>30%</b> (3)
Family member	<b>55.9%</b> (2597)	<b>70%</b> (7)
Friend	<b>4.4%</b> (203)	<b>0%</b> (0)
Professional carer (health or social care)	<b>5.4%</b> (249)	<b>0%</b> (0)
Other	<b>0.9%</b> (41)	<b>0%</b> (0)

One of main carers for patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Yes	<b>77.8%</b> (3356)	<b>75%</b> (6)

## 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>50%</b> 5/10
		<b>43.3%</b> 1980/4578	<b>40%</b> 4/10
		<b>10.2%</b> 468/4578	<b>10%</b> 1/10
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>60%</b> 6/10
		<b>36.4%</b> 1672/4592	<b>30%</b> 3/10
		<b>9.4%</b> 431/4592	<b>10%</b> 1/10
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>88.9%</b> 8/9
		<b>34.2%</b> 1515/4433	<b>11.1%</b> 1/9
		<b>10.4%</b> 462/4433	<b>0%</b> 0/9
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?	
		<b>76%</b> 3471/4569	<b>77.8%</b> 7/9
		<b>20.8%</b> 952/4569	<b>22.2%</b> 2/9
		<b>3.2%</b> 146/4569	<b>0%</b> 0/9

## Communication

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
9.7 [2]	5	Were you (or the patient, where appropriate) kept clearly informed about their care and progress during the hospital stay? <i>For example, about plans for treatment and discharge.</i>		
		Yes, definitely	<b>41.8%</b> 1908/4566	<b>60%</b> 6/10
		Yes, to some extent	<b>40.4%</b> 1843/4566	<b>30%</b> 3/10
		No	<b>17.8%</b> 815/4566	<b>10%</b> 1/10
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>70%</b> 7/10
		Yes, to some extent	<b>36.4%</b> 1637/4497	<b>10%</b> 1/10
		No	<b>16.1%</b> 722/4497	<b>20%</b> 2/10
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>40%</b> 4/10
		Yes, to some extent	<b>34.5%</b> 1563/4524	<b>50%</b> 5/10
		No	<b>20.1%</b> 908/4524	<b>10%</b> 1/10



## Overall

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den		
	8	Overall, how would you rate the care received by the person you look after during the hospital stay?			
		Excellent	<b>34.5%</b> 1602/4645	<b>30%</b> 3/10	
		Very good	<b>33.9%</b> 1575/4645	<b>40%</b> 4/10	
		Good	<b>17%</b> 790/4645	<b>10%</b> 1/10	
		Fair	<b>9.6%</b> 446/4645	<b>10%</b> 1/10	
		Poor	<b>5%</b> 232/4645	<b>10%</b> 1/10	
	9		How likely would you be to recommend the service to friends and family if they needed similar care or treatment?		
			Extremely likely	<b>42.5%</b> 1933/4544	<b>50%</b> 5/10
			Likely	<b>34.1%</b> 1551/4544	<b>40%</b> 4/10
			Neither likely nor unlikely	<b>14.3%</b> 648/4544	<b>0%</b> 0/10
			Unlikely	<b>4.8%</b> 220/4544	<b>10%</b> 1/10
			Extremely unlikely	<b>4.2%</b> 192/4544	<b>0%</b> 0/10

## Support for the carer

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	
10		Overall, how satisfied are you with the support <b>you</b> have received from this hospital to help you in your role as a carer?		
		Very satisfied	<b>50.3%</b> 2204/4379	<b>60%</b> 6/10
		Somewhat satisfied	<b>34%</b> 1487/4379	<b>30%</b> 3/10
		Somewhat dissatisfied	<b>9.9%</b> 434/4379	<b>0%</b> 0/10
		Very dissatisfied	<b>5.8%</b> 254/4379	<b>10%</b> 1/10

## 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>45.4%</b> (74)
26 - 50%	<b>25.6%</b> (3651)	<b>28.2%</b> (46)
51 - 75%	<b>24.4%</b> (3489)	<b>17.8%</b> (29)
More than 75%	<b>18.1%</b> (2588)	<b>8.6%</b> (14)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>15.7%</b> (2260)	<b>20.9%</b> (34)
Female	<b>83.2%</b> (11954)	<b>77.9%</b> (127)
Other	<b>0.2%</b> (34)	<b>0%</b> (0)
Prefer not to say	<b>0.8%</b> (113)	<b>1.2%</b> (2)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>79.9%</b> (11467)	<b>76.1%</b> (124)
Black/ Black British	<b>4.1%</b> (594)	<b>4.3%</b> (7)
Asian/ Asian British	<b>8%</b> (1150)	<b>14.1%</b> (23)
Mixed	<b>1.3%</b> (183)	<b>0%</b> (0)
Chinese	<b>0.5%</b> (73)	<b>0%</b> (0)
Other	<b>4.5%</b> (646)	<b>5.5%</b> (9)
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>30.7%</b> (50)
Registered nurse (Band 7 or above)	<b>12.7%</b> (1831)	<b>12.3%</b> (20)
Healthcare assistant	<b>23.1%</b> (3324)	<b>20.9%</b> (34)
Doctor	<b>11.5%</b> (1645)	<b>12.3%</b> (20)
Allied healthcare professional	<b>11.9%</b> (1713)	<b>13.5%</b> (22)
Therapy assistant/ allied healthcare professional assistant	<b>2.6%</b> (367)	<b>0.6%</b> (1)
Student	<b>2.3%</b> (332)	<b>0.6%</b> (1)
Ward based administrators	<b>4%</b> (571)	<b>8.6%</b> (14)
Other/ unknown	<b>1.9%</b> (279)	<b>0.6%</b> (1)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	<b>13%</b> (1866)	<b>18.4%</b> (30)
30 hours or more	<b>87%</b> (12458)	<b>81.6%</b> (133)

<b>Time worked in the hospital</b>	<b>National audit Round 3: % (N)</b>	<b>Your hospital Round 3: % (N)</b>
Less than 6 months	<b>8% (1148)</b>	<b>7.4% (12)</b>
6 - 11 months	<b>9.5% (1364)</b>	<b>8.6% (14)</b>
1 - 2 years	<b>15.6% (2242)</b>	<b>17.2% (28)</b>
3 - 5 years	<b>16.4% (2350)</b>	<b>16.6% (27)</b>
6 - 10 years	<b>15.9% (2283)</b>	<b>13.5% (22)</b>
11 - 15 years	<b>12.1% (1739)</b>	<b>11.7% (19)</b>
More than 15 years	<b>22.4% (3205)</b>	<b>25.2% (41)</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>34%</b> 54/159	<b>64.8%</b> 103/159
		Yes, most of the time	<b>32.9%</b> 4614/14024		<b>30.8%</b> 49/159	
		Yes, sometimes	<b>26.8%</b> 3760/14024	-	<b>25.2%</b> 40/159	-
		No	<b>11.6%</b> 1624/14024	-	<b>10.1%</b> 16/159	-
	1b	Out of office hours				
		Yes, always	<b>7.8%</b> 874/11207	<b>23.5%</b> 2637/11207	<b>10.7%</b> 13/121	<b>23.1%</b> 28/121
		Yes, most of the time	<b>15.7%</b> 1763/11207		<b>12.4%</b> 15/121	
		Yes, sometimes	<b>27.9%</b> 3129/11207	-	<b>24.8%</b> 30/121	-
No		<b>48.6%</b> 5441/11207	-	<b>52.1%</b> 63/121	-	

## 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>66%</b> 99/150
		<b>53.2%</b> 7030/13205	<b>52%</b> 78/150
		<b>5.4%</b> 713/13205	<b>0.7%</b> 1/150
		<b>7.7%</b> 1018/13205	<b>2.7%</b> 4/150
		<b>7.3%</b> 961/13205	<b>6%</b> 9/150
		<b>17.3%</b> 2278/13205	<b>12.7%</b> 19/150
	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>43.4%</b> 56/129
		<b>50.5%</b> 5390/10670	<b>48.8%</b> 63/129
	<b>7.3%</b> 778/10670	<b>7.8%</b> 10/129	

## 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>25.2%</b> 41/163	<b>60.7%</b> 99/163
		Yes, most of the time	<b>38.5%</b> 5525/14345		<b>35.6%</b> 58/163	
		Yes, sometimes	<b>33%</b> 4734/14345	-	<b>28.8%</b> 47/163	-
		No	<b>7.1%</b> 1014/14345	-	<b>10.4%</b> 17/163	-
	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>28.1%</b> 41/146	<b>69.9%</b> 102/146
		Yes, most of the time	<b>40.9%</b> 5454/13329		<b>41.8%</b> 61/146	
		Yes, sometimes	<b>30.6%</b> 4074/13329	-	<b>28.1%</b> 41/146	-
		No	<b>1.9%</b> 252/13329	-	<b>2.1%</b> 3/146	-
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>30.2%</b> 49/162	<b>62.3%</b> 101/162
		Yes, most of the time	<b>33.2%</b> 4759/14333		<b>32.1%</b> 52/162	
		Yes, sometimes	<b>27.3%</b> 3913/14333	-	<b>26.5%</b> 43/162	-
	No	<b>10.6%</b> 1516/14333	-	<b>11.1%</b> 18/162	-	

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)?	
		<b>49.8%</b> 6203/12457	<b>43.9%</b> 61/139
		<b>37.2%</b> 4636/12457	<b>41.7%</b> 58/139
		<b>9.7%</b> 1210/12457	<b>12.9%</b> 18/139
		<b>3.3%</b> 408/12457	<b>1.4%</b> 2/139

## 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>			
		<b>51.2%</b> 6131/11978	<b>78.5%</b> 9402/11978	<b>58.2%</b> 78/134	<b>85.8%</b> 115/134
		<b>27.3%</b> 3271/11978		<b>27.6%</b> 37/134	
		<b>16.1%</b> 1927/11978	-	<b>8.2%</b> 11/134	-
		<b>5.4%</b> 649/11978	-	<b>6%</b> 8/134	-
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?			
		<b>25.9%</b> 3181/12263	<b>76.1%</b> 9330/12263	<b>33.1%</b> 45/136	<b>71.3%</b> 97/136
		<b>50.1%</b> 6149/12263		<b>38.2%</b> 52/136	
		<b>19.2%</b> 2357/12263	-	<b>19.9%</b> 27/136	-
		<b>4.7%</b> 576/12263	-	<b>8.8%</b> 12/136	-

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>41.4%</b> 41/99	<b>80.8%</b> 80/99
		Yes, most of the time	<b>47.6%</b> 4352/9148		<b>39.4%</b> 39/99	
		Yes, sometimes	<b>18.7%</b> 1708/9148	-	<b>18.2%</b> 18/99	-
		No	<b>3.3%</b> 303/9148	-	<b>1%</b> 1/99	-
	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>21.2%</b> 21/99	<b>59.6%</b> 59/99
		Yes, most of the time	<b>27.5%</b> 2516/9143		<b>38.4%</b> 38/99	
		Yes, sometimes	<b>42.5%</b> 3887/9143	-	<b>27.3%</b> 27/99	-
		No	<b>19.3%</b> 1763/9143	-	<b>13.1%</b> 13/99	-
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>13.1%</b> 13/99	<b>50.5%</b> 50/99
		Yes, most of the time	<b>32.5%</b> 2942/9047		<b>37.4%</b> 37/99	
		Yes, sometimes	<b>27.7%</b> 2506/9047	-	<b>28.3%</b> 28/99	-
	No	<b>23.5%</b> 2125/9047	-	<b>21.2%</b> 21/99	-	



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>	
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>28.1%</b> 27/96	<b>67.7%</b> 65/96
		Yes, most of the time	<b>39.3%</b> 3456/8788		<b>39.6%</b> 38/96	
		Yes, sometimes	<b>16.8%</b> 1476/8788	-	<b>16.7%</b> 16/96	-
		No	<b>15.6%</b> 1368/8788	-	<b>15.6%</b> 15/96	-
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%</b> 31/94	<b>59.6%</b> 56/94
		Yes, most of the time	<b>27.2%</b> 2398/8822		<b>26.6%</b> 25/94	
		Yes, sometimes	<b>22.5%</b> 1983/8822	-	<b>23.4%</b> 22/94	-
		No	<b>12.3%</b> 1085/8822	-	<b>17%</b> 16/94	-
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>50.5%</b> 48/95	<b>78.9%</b> 75/95
		Yes, most of the time	<b>28.7%</b> 2615/9119		<b>28.4%</b> 27/95	
		Yes, sometimes	<b>20.7%</b> 1886/9119	-	<b>17.9%</b> 17/95	-
		No	<b>6.1%</b> 558/9119	-	<b>3.2%</b> 3/95	-
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>45.3%</b> 43/95	<b>80%</b> 76/95
		Yes, most of the time	<b>33.4%</b> 3039/9090		<b>34.7%</b> 33/95	
		Yes, sometimes	<b>15.5%</b> 1408/9090	-	<b>13.7%</b> 13/95	-
		No	<b>4.9%</b> 444/9090	-	<b>6.3%</b> 6/95	-

## 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 Southend University Hospital are provided.

<b>Registered Nurses (Band 5 or 6)</b>
A dedicated dementia ward with proper dementia trained staff. And double the staff current management models use.
Able to have more staff to accommodate needs better.
Activities to occupy patients with varying stages of dementia would be welcome.
Be more open to support to and from the family. Provide more nursing staff to facilitate spending more time with the patient so they do not feel rushed, or a burden.
By not moving them 3-4 times during admission, patients will usually come in through A&E, then go to an assessment unit, then to a ward which is not always appropriate for their care and it can be a problem at that point to move them again and the patients suffer with more confusion that could be avoided by planning ahead. I also think more dementia training or sessions should be readily available, I have not had any workshops advertised to me since I started. I have my own personal workbook for dementia and communication which I studied at university and continue to use towards continuing professional development.
By providing actual dementia training to all staff.
By providing specialist services for dementia in hospital out of office hours.
Consider patients who are nil by mouth to have their regular medication by another route, or with minimal wart as per anaesthetic guidelines.
Dementia champion who teaches on all corporate inductions now, which is amazing. We have a large demographic of elderly people and building a relationship in a busy A&E can be difficult, with time being a factor. Need central government funding to create job roles specific for dementia patients in acute trusts. Need more time to spend with dementia patients in a busy emergency department. Specialist elderly admission unit needed. No beds in the hospital. Dedicated dementia HCA on 24hrs a day would be good. Staffing and staff training is key.
Ensure all wards, clinics, units have a dementia champion daily 24/7.
Every patient should come in with an "about me" package. I think every patient who comes into hospital should have a package or a "this is me" card in their notes to clarify to staff, information that will enable and assist staff to care for patients with dementia. Informing staff of patients likes and dislikes etc. It's very hit and miss the information we get.
Have a large private room that fits a bed for assessments and conversations. More long life food to keep on the ward for snacks and late admissions. A way to keep noise to a minimum at night, but for the staff to be able to hear what's happening in the bay.
Improve staffing levels and training.
Information files such as likes, dislikes, previous hobbies, work roles etc. so as to better engagement with patients who have dementia.
Less patient to staff ratio if caring for dementia clients. Specialised feeding buddies to sit with patients during mealtimes who have dementia training and some common sense.
More involvement/ support from residential/ nursing homes where the patients live would give us better/ more information about the patients' dementia, trigger points, care needs, likes/ dislikes, attitudes/ behaviours and much more.

## Registered Nurses (Band 5 or 6)

More staff must be provided.
More staff to better aid appropriate care for these patients.
More staff with time to interact with patients.
More staff.
More staffing for patients who become more confused due to new environment, anaesthesia, or moves in locations around the hospital. Making those in whose hands bed allocations [are in] more aware that the patients with dementia are to be moved around the hospital as the last choice of patients.
More training on dementia.
Patients could be given a larger menu - finger food isn't a specific area at St George's Hospital - this should be provided on the menu. Encourage family/ carers to bring in familiar items - so the patient doesn't feel so "lost". Orientation boards. Have more and flexible access to a special, if needed or, a side room if possible for family or carers to stay, if needed.
Picture books to communicate better. More activities for patients with dementia.
Provision of training to all staff. Information pack may be made available on the ward which has information regarding dementia services etc.
Re: food, the cafeteria is closed at night, therefore it is difficult to provide food 24 hours a day.
The hospital could have more information about dementia and how this affects the person's behaviour. If the staff had more knowledge (course) about this condition, the care provided would be more efficient.
To provide areas for patients to enjoy that are less clinical and meet this patient groups specific needs. This will encourage mobility and provide a homely, safe environment.
Training and good communication.
Utilise more of the "this is me" form. More dementia nurse presence on the wards.
We have very few dementia patients on this ward. Further training and access to a clinical nurse specialist would be beneficial.
We should just have more time to spend with these patients. Which is not always possible.
When additional support staff are required to support patients with dementia, we should ensure they have completed sufficient training in dementia care so as to best support the patient group.
When patients get transferred to the discharge lounge/ day assessment unit, it would be beneficial if their "This is me" paperwork would come with them.

## Registered Nurses (Band 7 or above)

Access to volunteer care buddies would be an added support to visit/ sit with/ interact with etc., while in hospital. Nurses don't have this time to spend with patients who are suffering with dementia.
Day room.
Getting people out of hospital to an acceptable provider of care, quicker.
I feel that our dementia care is improving. I endeavour to give everyone I care for the best care that I can offer. I find it very frustrating when patients with dementia are transferred overnight. This just adds to their disorientation and confusion. I appreciate why this is sometimes necessary but I do not feel that this is in the best interests of the patient. I am encouraging all staff to explore different aspects of dementia care.
Improve how staff engage with people who have dementia.

## Registered Nurses (Band 7 or above)

In the hospital, it is good but discharging patients with complex needs is often difficult. The community is unable to cope with the surge of dementia patients requiring support and families needing help. Possibly the hospital should stop admitting patients who are inadequately cared for by GPs.

Increase the size of the dementia team to provide out of hours cover.

Need appropriate staffing levels.

Patients to dress in their own clothes. Outside activities if possible. Insist that outside agencies work with hops to get people back to their usual place of residence as soon as possible.

Provision of day clothing for patients who do not have access to any, for patient dignity.

To provide mental stimulation whilst in the ward setting.

## Healthcare Assistants

"This is me" booklets filled in by relatives or carers so staff have better understanding of patients likes and dislikes.

A portable TV or radio could be available for their use... they don't always have money to watch TV or like ear phones. This can calm them down sometimes.

Better staffing levels.

Day rooms.

Dementia training needs to be mandatory.

Do not transfer during the night - also try to not transfer from ward to ward.

Ensure that relatives or carers can accompany a patient living with dementia to whatever area they are being treated in and if they do not have a carer with them, ensure that there are enough members of staff funded in order to provide 1:1 care as it is not always possible to provide this level of care with normal staffing levels.

Having better access to likes and dislikes. More use of "this is me".

Improve the staffing level to provide better care, especially patients with dementia.

Involve them to [take] part in activities.

Make dementia training mandatory.

Make sure patients are not moved around too much just to make bed space.

Making sure the patient is offered a drink at least once an hour.

More awareness should be provided to the staff.

More interaction.

More staff.

More support and advice from specialists about how to care and support the patient.

More training sessions, encourage staff to attend the trainings.

More volunteer workers to chat with dementia people through advertisement.

Our ward manager is going to open up a day room for our patients, so during the day, they can sit in there and not feel confused as to staying in bed all day, there will be a TV video, games to occupy our patients so there stay will be memorable.

Sometimes, because of staffing levels, we are unable to spend quality time with dementia patients.

To give patients/ staff more time to interact with patients with diagnosis of dementia in any form.

To make dementia training mandatory.

## Doctors

Activities on the ward. Several wards I have worked on (including an elderly care ward), don't even have patient TVs or radios. Patients seem incredibly bored and would benefit from things to help pass the time.

By having more caring staff who have got time and patience for these patients. People who have got a smile and can use it appropriately in front on patients.

Clear the corridors of any obstruction. Make sure handrails are not obstructed.

Increasing nursing staff.

More staff to spend time with the patients, to help feed etc.

On admission to hospital complete abbreviated mental test score and mini-mental state examination as part of admission criteria within 24-48 hours.

Providing a rest area/ lounge for carers onsite.

Work as a team.

## Allied Healthcare Professionals

A "who am I" form completed by relatives and available in notes. How to communicate with that person would be useful, and how much they usually communicate.

A member of the dementia team coming to the department to present to staff, making them more aware of the available support.

Adapted cutlery at mealtimes.

Adapted cutlery readily available for patients who need it.

All staff including catering/ HCAs/ cleaners should be given the skills to understand patients with dementia better.

Better communication from the nursing staff to the wider multidisciplinary team to allow consistency for the patient. I believe it is important to have the carer with the patient as this can relate to their own environment. However, this seems rare even though it is possible.

Dementia specific nutrition training - us dietitians are so stretched. We'd need extra funding to do this.

I think more advice and training is needed to help deal with patients with dementia. My [relative] has dementia so I know first-hand how challenging it can be.

Improved awareness of dysphagia in dementia: how to help people with dementia eat and drink more safely. (I notice that although you ask about nutrition in this questionnaire, there were no questions about swallowing problems, which are widespread and common in people with dementia and cause those of us working with them considerable problems).

Make mealtimes more normal and a social activity e.g. patients sitting at a table rather than eating in bed, with dementia trained specialists providing help at mealtimes. Having a dayroom for patients with dementia and activities for them to do throughout the day e.g. reminiscence groups, singsong etc. Providing training for family members on how to best communicate with someone with dementia e.g. validate a feeling/ need, rather than correct accuracy of information.

More collateral history about individual needs - particularly re. communication and likes/ dislikes.

More staffing to accommodate for time to be spent with these patients. More activities and stimulation. More feeding buddies to assist with feeding.

## Allied Healthcare Professionals

Our hospital is currently renovating two day rooms to be a dementia friendly area where we can interact positively with patients with dementia. It will also support activities and reminiscence. Staffing levels can always be improved to allow more time for one to one interaction and care.

Provide better learning and understanding to staff.

The acute and following care setup could be more helpful to dementia patients by improving their staffing levels and better awareness of rehab in dementia. This will help rehabilitate dementia patients better and with a more individualistic and holistic approach. Thank you.

To make wards more dementia friendly and less clinical.

Try to ensure that inpatients with dementia who are sent to the x-ray department are accompanied by a family-member or carer who knows them.

When diagnostic tests requested, dementia noted on request and nursing staff to issue standardised proforma noting advice on best way to connect /communicate with patient prior to having test.

## Students

*No comments from students for your hospital.*

## Therapy Assistants & Allied Healthcare Professional Assistants

I feel the hospital supports dementia patients well.

## Ward-based Administrators

A mandatory training session for all staff would be helpful.

Appoint dementia clinical nurse specialists in the hospital. Please increase the awareness on the wards about dementia. Run workshops etc.

Due to lack of staffing - ward is under pressure to make patients medically fit for discharge home.

I think a training module where the staff can experience what a person with dementia [experiences] would be a great help, as we would be able to empathise a great deal more. I also think that the dedicated wards or clinics that cater to the patients with dementia should have themes, i.e. wartime dance hall (with music, rather than television) or 1940's café, as the predominant age range of sufferers appears to me to be over the age of 70.

I think all staff should have some sort of training with dementia patients to make their stay as comfortable as possible.

More "this is me" booklets - helps to learn about patients' pasts, jobs etc. More activities to stimulate and calm patients (day room, TV, radios).

More face to face training.

Too make sure dementia training is mandatory, many staff working on wards do not have enough training in dementia.

## Other / Unknown

A brief teaching session.





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