

**National Audit of Dementia  
Care in General Hospitals 2016-2017  
Local report appendices for:  
Royal United Hospital Bath  
Royal United Hospitals Bath NHS Foundation Trust  
July 2017**

**Commissioned by:**



**HQIP**

Healthcare Quality  
Improvement Partnership

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

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

# Table of Contents

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

## Introduction to the appendices

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

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

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

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

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

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

# Appendix A: Organisational checklist data

## Governance and delivery of care

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

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

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
N4c [3]	9	A Dementia Working Group is in place and reviews the quality of services provided in the hospital: (y/n)	<b>93.5%</b> 186/199	<b>Yes</b>	New question for Round 3	
	9a	<i>(If Q9=Yes)</i> The group meets:				
		Annually	<b>0.5%</b> 1/186	<b>Bi-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>	No	
	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>	N/A	
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>No</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>Combe</b>		New question for Round 3
	Ward 2:		<b>Midford</b>		
	Ward 3:		<b>Waterhouse</b>		
	Number of patients checked:		-	<b>30</b>	New question for Round 3
	Range		<b>0-40</b>	-	-
	Median		<b>10</b>	-	-
	Number of these patients where the information was present:		-	<b>18</b>	New question for Round 3
	Percentage of patients where the information was present:		-	<b>60%</b>	New question for Round 3
	Range		<b>0-100%</b>	-	-
	Mean		<b>49%</b>	-	-
Median		<b>50%</b>	-	-	

## Recognition of dementia

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

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
9.3 [1]	<i>(If Q21=Yes)</i> Please say what this is:				
	21a	A visual indicator, symbol or marker	<b>91.1%</b> 164/180	√	A visual indicator, symbol or marker
		Alert sheet or electronic flag	<b>23.9%</b> 43/180	-	
		A box to highlight or alert dementia condition in the notes or care plan	<b>33.9%</b> 61/180	-	
		Other	<b>18.9%</b> 34/180	-	
	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>	Yes
	22a	<i>(If Q22=Yes)</i> Please say what this is:			
		A visual indicator, symbol or marker	<b>87.1%</b> 122/140	√	A visual indicator, symbol or marker
		Alert sheet or electronic flag	<b>18.6%</b> 26/140	-	
		A box to highlight or alert dementia condition in the notes or care plan	<b>20.7%</b> 29/140	-	
Other	<b>17.9%</b> 25/140	-			
9.13 [2]	23	The dementia lead or dementia working group collates feedback from carers on the written and verbal information provided to them: (y/n)	<b>81.9%</b> 163/199	<b>Yes</b>	New question for Round 3

## Training, learning and development

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

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

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

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

## Specific resources supporting people with dementia

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
6.2 [2]	30	The hospital has access to intermediate care services, which will admit people with dementia: (y/n)	<b>93%</b> 185/199	<b>Yes</b>	Yes
6.3 [3]	30a	<i>(If Q30=Yes)</i> Access to intermediate care services allows people with dementia to be admitted to intermediate care directly and avoid unnecessary hospital admission: (y/n)	<b>84.3%</b> 156/185	<b>Yes</b>	Yes
7.1 [2]	31	There is a named dignity lead to provide guidance, advice and consultation to staff: (y/n)	<b>70.4%</b> 140/199	<b>Yes</b>	Yes
6.4 [2]	32	There is a named person/ identified team who takes overall responsibility for complex needs discharge and this includes people with dementia: (y/n)	<b>95.5%</b> 190/199	<b>Yes</b>	Yes
6.5 [2]	33a	<i>(If Q32=Yes)</i> This person/ team has training in ongoing needs of people with dementia: (y/n)	<b>92.6%</b> 176/190	<b>Yes</b>	Yes
6.6 [3]	33b	<i>(If Q32=Yes)</i> This person/ team has experience of working with people with dementia and their carers: (y/n)	<b>98.4%</b> 187/190	<b>Yes</b>	Yes
6.7 [2]	34	There is a social worker or other designated person or team responsible for working with people with dementia and their carers, and providing advice and support, or directing to appropriate organisations or agencies: (y/n)	<b>75.9%</b> 151/199	<b>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	
N3b [2]	35	The hospital can provide finger foods for people with dementia (please select one option only):			New question for Round 3
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery (finger food) on every day	<b>65.3%</b> 130/199	√	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on four to six days per week or more	<b>1%</b> 2/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on two or three days per week or more	<b>0%</b> 0/199	-	
		Patients can choose a complete meal option (including vegetarian) that can be eaten without cutlery on only one day per week	<b>0%</b> 0/199	-	
		Finger food consists of sandwiches/wraps only	<b>33.7%</b> 67/199	-	
		Patients who may be unable to use cutlery will never be admitted to the hospital	<b>0%</b> 0/199	-	
3.11 [2]	36	The hospital can provide 24 hour food services for people with dementia (please select one option only):			New question for Round 3
		In addition to the main meals, other food, for example toast, sandwiches, cereals, soup, and lighter hot dish(es) are available 24 hours a day	<b>50.8%</b> 101/199	√	
		In addition to the main meals, other food, for example toast, sandwiches, cereals, soup are available, but less than 24 hours a day	<b>10.6%</b> 21/199	-	
		Simple food supplies for example bread, cereal, yoghurt and biscuits are available 24 hours a day	<b>32.2%</b> 64/199	-	
		Only snacks (biscuits, cake) are available 24 hours a day	<b>3%</b> 6/199	-	
Food is not available 24 hours a day	<b>3.5%</b> 7/199	-			
6.10 [2]	37	There is access to advocacy services with experience and training in working with people with dementia: (y/n)	<b>95%</b> 189/199	<b>Yes</b>	Yes

## Environment

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

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



## Appendix B: Patient demographics

Age range	National audit Round 3: % (N)	Your hospital Round 3: % (N)
34 - 65	<b>2.2%</b> (221)	<b>2.9%</b> (2)
66 - 80	<b>24.3%</b> (2445)	<b>20%</b> (14)
81 - 100	<b>73%</b> (7332)	<b>77.1%</b> (54)
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>59 - 96</b>
Mean	<b>84</b>	<b>85.1</b>
Median	<b>85</b>	<b>86</b>

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>40.1%</b> (4029)	<b>38.6%</b> (27)
Female	<b>59.9%</b> (6018)	<b>61.4%</b> (43)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>82.1%</b> (8250)	<b>90%</b> (63)
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>2.9%</b> (2)
Other	<b>12.4%</b> (1250)	<b>7.1%</b> (5)

First language	National audit Round 3: % (N)	Your hospital Round 3: % (N)
English	<b>77.4%</b> (7778)	<b>80%</b> (56)
Welsh	<b>0.6%</b> (61)	<b>0%</b> (0)
Other European language	<b>1%</b> (96)	<b>1.4%</b> (1)
Asian language	<b>1.4%</b> (144)	<b>0%</b> (0)
Not documented	<b>19%</b> (1909)	<b>15.7%</b> (11)
Other	<b>0.6%</b> (59)	<b>2.9%</b> (2)

Primary diagnosis/ cause of admission*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Respiratory	<b>19.9%</b> (1998)	<b>21.4%</b> (15)
Fall	<b>13.3%</b> (1332)	<b>8.6%</b> (6)
Urinary/ renal	<b>9%</b> (901)	<b>12.9%</b> (9)
Hip dislocation/ hip fracture	<b>7.5%</b> (754)	<b>10%</b> (7)
Sepsis	<b>6.3%</b> (633)	<b>10%</b> (7)
Delirium/ confusion	<b>6%</b> (604)	<b>2.9%</b> (2)
Gastrointestinal	<b>5.9%</b> (595)	<b>1.4%</b> (1)
Cardiac/ vascular	<b>5.1%</b> (517)	<b>2.9%</b> (2)
Stroke	<b>3.8%</b> (380)	<b>5.7%</b> (4)
Neurological	<b>3.6%</b> (364)	<b>7.1%</b> (5)
Skin lacerations/ lesions	<b>2%</b> (204)	<b>2.9%</b> (2)
Impaired consciousness	<b>2%</b> (198)	<b>1.4%</b> (1)
Dementia**	<b>1.9%</b> (195)	<b>1.4%</b> (1)
Other	<b>1.9%</b> (192)	<b>0%</b> (0)
Unable to cope/ frailty	<b>1.6%</b> (160)	<b>5.7%</b> (4)
Dehydration	<b>1.4%</b> (143)	<b>1.4%</b> (1)
Haematology	<b>1.1%</b> (115)	<b>1.4%</b> (1)
Endocrine/ metabolic	<b>1.1%</b> (112)	<b>0%</b> (0)
Other fractures	<b>1%</b> (96)	<b>0%</b> (0)
Cancer	<b>0.9%</b> (94)	<b>1.4%</b> (1)
Surgical/ non-surgical procedure	<b>0.9%</b> (86)	<b>0%</b> (0)
Pain/ swelling	<b>0.8%</b> (85)	<b>0%</b> (0)
Hepatology	<b>0.8%</b> (84)	<b>0%</b> (0)
Oral/ visual/ auditory	<b>0.4%</b> (45)	<b>1.4%</b> (1)
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>64.3%</b> (45)
General Medical	<b>23.5%</b> (2359)	<b>7.1%</b> (5)
Other Medical	<b>9.9%</b> (999)	<b>4.3%</b> (3)
Orthopaedics	<b>8.9%</b> (892)	<b>12.9%</b> (9)
Surgical	<b>6.8%</b> (681)	<b>4.3%</b> (3)
Stroke	<b>4.5%</b> (456)	<b>5.7%</b> (4)
Cardiac	<b>2.5%</b> (248)	<b>1.4%</b> (1)
Other	<b>1.4%</b> (136)	<b>0%</b> (0)
Nephrology	<b>0.5%</b> (52)	<b>0%</b> (0)
Obstetrics/ Gynaecology	<b>0.4%</b> (41)	<b>0%</b> (0)
Critical Care	<b>0.2%</b> (23)	<b>0%</b> (0)
Oncology	<b>0.2%</b> (22)	<b>0%</b> (0)
Unknown	<b>0.1%</b> (13)	<b>0%</b> (0)

Patients who:	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Died in hospital	<b>12.8%</b> (1285)	<b>11.4%</b> (8)
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>0%</b> (0)
Received end of life care in hospital/ was on an end of life care plan	<b>13%</b> (1302)	<b>14.3%</b> (10)

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>42.9%</b> (30)
11 – 20 days	<b>25.5%</b> (2559)	<b>17.1%</b> (12)
21 – 30 days	<b>11.3%</b> (1132)	<b>14.3%</b> (10)
31 – 40 days	<b>6.7%</b> (671)	<b>7.1%</b> (5)
41 – 50 days	<b>4.2%</b> (418)	<b>8.6%</b> (6)
51 – 60 days	<b>2.3%</b> (230)	<b>5.7%</b> (4)
61 – 70 days	<b>1.7%</b> (168)	<b>0%</b> (0)
71 – 80 days	<b>1%</b> (102)	<b>1.4%</b> (1)
81 – 90 days	<b>0.6%</b> (62)	<b>0%</b> (0)
More than 90 days	<b>1.5%</b> (152)	<b>2.9%</b> (2)

Length of stay in the hospital	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Range	<b>2-775</b>	<b>3-113</b>
Median (days)	<b>12</b>	<b>14.5</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>57.1%</b> (40)	<b>46.8%</b> (29)
Respite care	<b>0.8%</b> (80)	<b>1.6%</b> (136)	<b>0%</b> (0)	<b>0%</b> (0)
Rehabilitation	<b>0.4%</b> (37)	<b>2.4%</b> (207)	<b>0%</b> (0)	<b>3.2%</b> (2)
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>5.7%</b> (4)	<b>1.6%</b> (1)
Intermediate care	<b>0.3%</b> (27)	<b>2%</b> (172)	<b>0%</b> (0)	<b>1.6%</b> (1)
Residential care	<b>16.9%</b> (1701)	<b>17.7%</b> (1551)	<b>21.4%</b> (15)	<b>14.5%</b> (9)
Nursing home	<b>19.7%</b> (1981)	<b>28.7%</b> (2511)	<b>14.3%</b> (10)	<b>29%</b> (18)
Palliative care	<b>0%</b> (5)	<b>0.6%</b> (54)	<b>0%</b> (0)	<b>0%</b> (0)
Transfer from another hospital	<b>1.4%</b> (145)	<b>3.9%</b> (343)	<b>1.4%</b> (1)	<b>1.6%</b> (1)
Long stay care	<b>0.2%</b> (18)	<b>0.3%</b> (26)	<b>0%</b> (0)	<b>1.6%</b> (1)

Change in residence*	National audit Round 3: % (N)	Your hospital Round 3: % (N)
No change	<b>73.4%</b> (6428)	<b>72.6%</b> (45)
Own/ carer's home to nursing/ residential care	<b>11.1%</b> (972)	<b>8.1%</b> (5)

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

## Appendix C: Casenote audit data

### Assessment

#### Multidisciplinary assessment

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den	
1.9 [1]	14	An assessment of mobility was performed by a healthcare professional: (y/n/could not be assessed for recorded reasons)	<b>93.8%</b> 8558/9126 (96%, 91-98%)	<b>98.5%</b> 65/66	100% 40/40	
	15	An assessment of nutritional status was performed by a healthcare professional: (y/n/could not be assessed for recorded reasons)	<b>89.8%</b> 8832/9837 (93%, 86-96%)	<b>92.9%</b> 65/70	100% 41/41	
	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>87.7%</b> 57/65	90% 36/40
		Other action taken	<b>4%</b> 352/8822 (2%, 0-5%)	<b>3.1%</b> 2/65	New answer options for Round 3	
	Yes or other action taken	<b>89.9%</b> 7932/2288 (93%, 85-98%)	<b>90.8%</b> 59/65			
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>97.1%</b> 68/70	100% 42/42	
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>94.1%</b> 64/68	100% 42/42	
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>73.9%</b> 51/69	97.6% 41/42	

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>57.4%</b> 35/61	69.2% 27/39
		Yes, an occupational therapy and/or a physiotherapy assessment has taken place	<b>42.8%</b> 3977/9294 (44%, 26-58%)	<b>37.7%</b> 23/61	New answer options for Round 3
		Yes, other	<b>1.7%</b> 161/9294 (0%, 0-2%)	<b>0%</b> 0/61	
		Yes (all options)	<b>89.8%</b> 8350/9294 (92%, 85-96%)	<b>95.1%</b> 58/61	

### 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>81.4%</b> 48/59	88.6% 31/35
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>44.3%</b> 31/70	42.9% 18/42
		Yes, but there was no indication that delirium may be present	<b>18.5%</b> 1863/10047 (15%, 6-25%)	<b>40%</b> 28/70	35.7% 15/42
		Yes (both options)	<b>44.5%</b> 4466/10047 (42%, 27-60%)	<b>84.3%</b> 59/70	78.6% 33/42
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>90.3%</b> 28/31	100% 18/18

## 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)	<b>57.2%</b> 5727/10010 (58%, 31-85%)	<b>67.1%</b> 47/70	71.4% 30/42
	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>65.2%</b> 30/46	50% 14/28
		Unknown*	<b>33.1%</b> 1865/5626 (14%, 0-44%)	<b>19.6%</b> 9/46	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>63%</b> 29/46	New question for Round 3
		Unknown*	<b>34.1%</b> 1916/5616 (16%, 3-48%)	<b>19.6%</b> 9/46	
	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>67.4%</b> 31/46	71.4% 20/28
		Unknown*	<b>29.9%</b> 1685/5631 (13%, 0-37%)	<b>19.6%</b> 9/46	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>58.7%</b> 27/46	37% 10/27
		Unknown*	<b>37.8%</b> 2110/5583 (20%, 5-50%)	<b>17.4%</b> 8/46	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	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding support or actions that can calm the person if they are agitated?		
	Yes	<b>28.2%</b> 1564/5539 (26%, 13-50%)	<b>57.8%</b> 26/45	26.9% 7/26
	Unknown*	<b>39.1%</b> 2167/5539 (20%, 7-52%)	<b>17.8%</b> 8/45	New answer option for Round 3
1.15 [3]	22f	<i>(If Q22=Yes)</i> Has information been collected about the patient regarding life details which aid communication?		
	Yes	<b>43.1%</b> 2413/5598 (50%, 25-70%)	<b>60.9%</b> 28/46	66.7% 18/27
	Unknown*	<b>35.3%</b> 1977/5598 (17%, 3-46%)	<b>19.6%</b> 9/46	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>37%</b> 20/54	38.7% 12/31
	23a	<i>(If 23=No)</i> Please comment:			
		Patient too unwell/ not responsive	<b>3.3%</b> 189/5690	<b>17.6%</b> 6/34	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> 0/34	
		Not routine/ not standard practice	<b>5.8%</b> 331/5690	<b>0%</b> 0/34	
		Not documented/ unknown reason	<b>78.1%</b> 4444/5690	<b>70.6%</b> 24/34	
	Dementia diagnosis (i.e. dementia diagnosis mentioned as a reason for not completing assessment)	<b>10.8%</b> 616/5690	<b>11.8%</b> 4/34		
	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>81.5%</b> 44/54	96.8% 30/31
	25	Have there been any symptoms of delirium? (y/n)	<b>32.3%</b> 2367/7329 (33%, 22-41%)	<b>50%</b> 27/54	48.4% 15/31
	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>74.1%</b> 20/27	93.3% 14/15
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>24.1%</b> 13/54	48.4% 15/31	
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>76.9%</b> 10/13	80% 12/15	

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>51.9%</b> 14/27	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>92.9%</b> 13/14	New question for Round 3
	27a (ii)	The patient had capacity on assessment and their consent is documented	<b>11.9%</b> 138/1161 (0%, 0-20%)	<b>7.7%</b> 1/13	
		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>69.2%</b> 9/13	
		There is no record of either consent or best interest decision making*	<b>18.3%</b> 212/1161 (14%, 0-33%)	<b>23.1%</b> 3/13	
	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>7.1%</b> 1/14	
	27a (iii)	The patients consent was requested and this is recorded	<b>29.1%</b> 142/488 (25%, 0-50%)	<b>100%</b> 1/1	
		There is no record of the patients consent*	<b>70.9%</b> 346/488 (75%, 50-100%)	<b>0%</b> 0/1	
	27a (ii & iii)	Consent or best interests (responses options combined)	<b>66.2%</b> 1091/1649 (67%, 50-86%)	<b>78.6%</b> 11/14	
		No consent or best interests (response options combined)	<b>33.8%</b> 558/1649 (33%, 14-50%)	<b>21.4%</b> 3/14	

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

## Discharge coordination and multi-disciplinary team input

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den (Median, IQR)	Your hospital Round 3: % Num/Den	Your hospital Round 2: % Num/Den
6.4 [2]	28	Did a named person/ identified team co-ordinate the discharge plan? (y/n/na)	<b>82%</b> 5807/7083 (89%, 72-96%)	<b>77.8%</b> 42/54	87.1% 27/31
5.4 [1]	29a	Is there evidence in the notes that the discharge coordinator/ person or team planning discharge has discussed place of discharge and support needs with the person with dementia? (y/n/na)	<b>53.9%</b> 3327/6169 (55%, 38-72%)	<b>65.9%</b> 29/44	55% 11/20
	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>92.2%</b> 47/51	96.4% 27/28
	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)	<b>75.1%</b> 5501/7329 (81%, 63-91%)	<b>96.3%</b> 52/54	96.8% 30/31
	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>94.4%</b> 51/54	100% 31/31
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>100%</b> 54/54	100% 31/31
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>81.5%</b> 44/54	87.1% 27/31
5.8 [1]	32	Has the patient and/ or carer received a copy of the plan/ summary? (y/n/na)	<b>80.6%</b> 5621/6975 (94%, 72-100%)	<b>72.2%</b> 39/54	100% 31/31
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>100%</b> 54/54	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>52.6%</b> 20/38	84.2% 16/19
	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>68.8%</b> 11/16	66.7% 8/12
		Patient awaiting assessment	<b>9.1%</b> 190/2088	<b>6.3%</b> 1/16	0% 0/12
		Patient awaiting history/ results	<b>6.1%</b> 127/2088	<b>6.3%</b> 1/16	0% 0/12
		Patient awaiting surgery	<b>9.6%</b> 200/2088	<b>6.3%</b> 1/16	25% 3/12
		Patient presenting confusion	<b>5.7%</b> 120/2088	<b>0%</b> 0/16	0% 0/12
		Patient on end of life plan	<b>0%</b> 1/2088	<b>0%</b> 0/16	-
		Patient being transferred to another hospital	<b>0.1%</b> 2/2088	<b>0%</b> 0/16	0% 0/12
		Patient unresponsive	<b>0.3%</b> 6/2088	<b>0%</b> 0/16	0% 0/12
		Patient being discharged to nursing/ residential care	<b>6.5%</b> 136/2088	<b>12.5%</b> 2/16	8.3% 1/12
		Not recorded	-	-	0% 0/12
		Other	<b>0%</b> 0/2088	<b>0%</b> 0/16	0% 0/12

## 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>29.6%</b> 16/54	6.5% 2/31
		24 hours	<b>12.2%</b> 897/7329	<b>1.9%</b> 1/54	6.5% 2/31
		25 - 48 hours	<b>14.7%</b> 1075/7329	<b>37%</b> 20/54	16.1% 5/31
		More than 48 hours	<b>27.1%</b> 1985/7329	<b>22.2%</b> 12/54	58.1% 18/31
		No notice at all	<b>0.5%</b> 35/7329	<b>1.9%</b> 1/54	0% 0/31
		Not documented	<b>24.2%</b> 1770/7329	<b>7.4%</b> 4/54	6.5% 2/31
		No carer, family, friend/ could not contact	<b>1.8%</b> 132/7329	<b>0%</b> 0/54	6.5% 2/31
		Patient specified information withheld	<b>0%</b> 3/7329	<b>0%</b> 0/54	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>51.9%</b> 14/27	66.7% 4/6

## 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>4.5%</b> (2)
45 – 54 years	<b>16.2%</b> (749)	<b>22.7%</b> (10)
55 – 64 years	<b>25.8%</b> (1193)	<b>18.2%</b> (8)
65 – 74 years	<b>20.8%</b> (960)	<b>27.3%</b> (12)
75 – 84 years	<b>19.1%</b> (885)	<b>13.6%</b> (6)
85 years or over	<b>7.4%</b> (343)	<b>13.6%</b> (6)
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>25%</b> (11)
Female	<b>68.1%</b> (3150)	<b>75%</b> (33)
Other	<b>0.1%</b> (4)	<b>0%</b> (0)
Prefer not to say	<b>1.2%</b> (57)	<b>0%</b> (0)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>88.4%</b> (4079)	<b>95.5%</b> (42)
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>2.3%</b> (1)
Prefer not to say	<b>2.7%</b> (124)	<b>2.3%</b> (1)

Relationship to patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Spouse or partner	<b>33.5%</b> (1558)	<b>45.5%</b> (20)
Family member	<b>55.9%</b> (2597)	<b>45.5%</b> (20)
Friend	<b>4.4%</b> (203)	<b>4.5%</b> (2)
Professional carer (health or social care)	<b>5.4%</b> (249)	<b>2.3%</b> (1)
Other	<b>0.9%</b> (41)	<b>2.3%</b> (1)

One of main carers for patient	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Yes	<b>77.8%</b> (3356)	<b>80.5%</b> (33)

## Appendix E: Carer questionnaire data

### Patient care

Std no. [Type]	Question number and text		National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den
9.3 [1]	1	Do you feel that hospital staff were well informed and understood the needs of the person you look after?		
		Yes, definitely	<b>46.5%</b> 2130/4578	<b>68.2%</b> 30/44
		Yes, to some extent	<b>43.3%</b> 1980/4578	<b>27.3%</b> 12/44
		No	<b>10.2%</b> 468/4578	<b>4.5%</b> 2/44
7.4 [2]	2	Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after?		
		Yes, definitely	<b>54.2%</b> 2489/4592	<b>72.7%</b> 32/44
		Yes, to some extent	<b>36.4%</b> 1672/4592	<b>18.2%</b> 8/44
		No	<b>9.4%</b> 431/4592	<b>9.1%</b> 4/44
1.14 [1]	3	Was the person you look after given enough help with personal care from hospital staff? <i>For example, eating, drinking, washing and using the toilet.</i>		
		Yes, definitely	<b>55.4%</b> 2456/4433	<b>77.3%</b> 34/44
		Yes, to some extent	<b>34.2%</b> 1515/4433	<b>18.2%</b> 8/44
		No	<b>10.4%</b> 462/4433	<b>4.5%</b> 2/44
7.4 [2]	4	Was the person you look after treated with respect by hospital staff?		
		Yes, definitely	<b>76%</b> 3471/4569	<b>90.9%</b> 40/44
		Yes, to some extent	<b>20.8%</b> 952/4569	<b>9.1%</b> 4/44
		No	<b>3.2%</b> 146/4569	<b>0%</b> 0/44

## 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>63.6%</b> 28/44
		Yes, to some extent	<b>40.4%</b> 1843/4566	<b>20.5%</b> 9/44
		No	<b>17.8%</b> 815/4566	<b>15.9%</b> 7/44
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>60.5%</b> 26/43
		Yes, to some extent	<b>36.4%</b> 1637/4497	<b>32.6%</b> 14/43
		No	<b>16.1%</b> 722/4497	<b>7%</b> 3/43
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>62.8%</b> 27/43
		Yes, to some extent	<b>34.5%</b> 1563/4524	<b>25.6%</b> 11/43
		No	<b>20.1%</b> 908/4524	<b>11.6%</b> 5/43



## 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>59.1%</b> 26/44
		Very good	<b>33.9%</b> 1575/4645	<b>27.3%</b> 12/44
		Good	<b>17%</b> 790/4645	<b>6.8%</b> 3/44
		Fair	<b>9.6%</b> 446/4645	<b>4.5%</b> 2/44
		Poor	<b>5%</b> 232/4645	<b>2.3%</b> 1/44
	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>61.4%</b> 27/44
		Likely	<b>34.1%</b> 1551/4544	<b>25%</b> 11/44
		Neither likely nor unlikely	<b>14.3%</b> 648/4544	<b>6.8%</b> 3/44
		Unlikely	<b>4.8%</b> 220/4544	<b>2.3%</b> 1/44
		Extremely unlikely	<b>4.2%</b> 192/4544	<b>4.5%</b> 2/44

## 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>65.1%</b> 28/43
		Somewhat satisfied	<b>34%</b> 1487/4379	<b>25.6%</b> 11/43
		Somewhat dissatisfied	<b>9.9%</b> 434/4379	<b>7%</b> 3/43
		Very dissatisfied	<b>5.8%</b> 254/4379	<b>2.3%</b> 1/43

## 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>38.7%</b> (36)
26 - 50%	<b>25.6%</b> (3651)	<b>31.2%</b> (29)
51 - 75%	<b>24.4%</b> (3489)	<b>18.3%</b> (17)
More than 75%	<b>18.1%</b> (2588)	<b>11.8%</b> (11)

Gender	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Male	<b>15.7%</b> (2260)	<b>11.8%</b> (11)
Female	<b>83.2%</b> (11954)	<b>88.2%</b> (82)
Other	<b>0.2%</b> (34)	<b>0%</b> (0)
Prefer not to say	<b>0.8%</b> (113)	<b>0%</b> (0)

Ethnicity	National audit Round 3: % (N)	Your hospital Round 3: % (N)
White/ White British	<b>79.9%</b> (11467)	<b>86%</b> (80)
Black/ Black British	<b>4.1%</b> (594)	<b>2.2%</b> (2)
Asian/ Asian British	<b>8%</b> (1150)	<b>4.3%</b> (4)
Mixed	<b>1.3%</b> (183)	<b>2.2%</b> (2)
Chinese	<b>0.5%</b> (73)	<b>0%</b> (0)
Other	<b>4.5%</b> (646)	<b>4.3%</b> (4)
Prefer not to say	<b>1.7%</b> (241)	<b>1.1%</b> (1)

Job role	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Registered nurse (Band 5 or 6)	<b>29.9%</b> (4300)	<b>50.5%</b> (47)
Registered nurse (Band 7 or above)	<b>12.7%</b> (1831)	<b>16.1%</b> (15)
Healthcare assistant	<b>23.1%</b> (3324)	<b>20.4%</b> (19)
Doctor	<b>11.5%</b> (1645)	<b>1.1%</b> (1)
Allied healthcare professional	<b>11.9%</b> (1713)	<b>1.1%</b> (1)
Therapy assistant/ allied healthcare professional assistant	<b>2.6%</b> (367)	<b>0%</b> (0)
Student	<b>2.3%</b> (332)	<b>0%</b> (0)
Ward based administrators	<b>4%</b> (571)	<b>7.5%</b> (7)
Other/ unknown	<b>1.9%</b> (279)	<b>3.2%</b> (3)

Hours worked per week	National audit Round 3: % (N)	Your hospital Round 3: % (N)
Up to 29 hours	<b>13%</b> (1866)	<b>16.1%</b> (15)
30 hours or more	<b>87%</b> (12458)	<b>83.9%</b> (78)

<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>2.2% (2)</b>
6 - 11 months	<b>9.5% (1364)</b>	<b>7.5% (7)</b>
1 - 2 years	<b>15.6% (2242)</b>	<b>10.8% (10)</b>
3 - 5 years	<b>16.4% (2350)</b>	<b>20.4% (19)</b>
6 - 10 years	<b>15.9% (2283)</b>	<b>12.9% (12)</b>
11 - 15 years	<b>12.1% (1739)</b>	<b>21.5% (20)</b>
More than 15 years	<b>22.4% (3205)</b>	<b>24.7% (23)</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>46.2%</b> 42/91	<b>84.6%</b> 77/91	
		Yes, most of the time	<b>32.9%</b> 4614/14024		<b>38.5%</b> 35/91		
		Yes, sometimes	<b>26.8%</b> 3760/14024	-	<b>13.2%</b> 12/91	-	
		No	<b>11.6%</b> 1624/14024	-	<b>2.2%</b> 2/91	-	
		1b	Out of office hours				
			Yes, always	<b>7.8%</b> 874/11207	<b>23.5%</b> 2637/11207	<b>8.5%</b> 7/82	<b>28%</b> 23/82
			Yes, most of the time	<b>15.7%</b> 1763/11207		<b>19.5%</b> 16/82	
	Yes, sometimes		<b>27.9%</b> 3129/11207	-	<b>30.5%</b> 25/82	-	
	No	<b>48.6%</b> 5441/11207	-	<b>41.5%</b> 34/82	-		

## 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>72.5%</b> 66/91
		<b>53.2%</b> 7030/13205	<b>37.4%</b> 34/91
		<b>5.4%</b> 713/13205	<b>4.4%</b> 4/91
		<b>7.7%</b> 1018/13205	<b>59.3%</b> 54/91
		<b>7.3%</b> 961/13205	<b>4.4%</b> 4/91
		<b>17.3%</b> 2278/13205	<b>1.1%</b> 1/91
	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>38.6%</b> 34/88
		<b>50.5%</b> 5390/10670	<b>53.4%</b> 47/88
	<b>7.3%</b> 778/10670	<b>8%</b> 7/88	

## 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>34.4%</b> 32/93	<b>74.2%</b> 69/93
		Yes, most of the time	<b>38.5%</b> 5525/14345		<b>39.8%</b> 37/93	
		Yes, sometimes	<b>33%</b> 4734/14345	-	<b>24.7%</b> 23/93	-
		No	<b>7.1%</b> 1014/14345	-	<b>1.1%</b> 1/93	-
	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>40.2%</b> 37/92	<b>82.6%</b> 76/92
		Yes, most of the time	<b>40.9%</b> 5454/13329		<b>42.4%</b> 39/92	
		Yes, sometimes	<b>30.6%</b> 4074/13329	-	<b>16.3%</b> 15/92	-
		No	<b>1.9%</b> 252/13329	-	<b>1.1%</b> 1/92	-
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>31.2%</b> 29/93	<b>62.4%</b> 58/93
		Yes, most of the time	<b>33.2%</b> 4759/14333		<b>31.2%</b> 29/93	
		Yes, sometimes	<b>27.3%</b> 3913/14333	-	<b>28%</b> 26/93	-
	No	<b>10.6%</b> 1516/14333	-	<b>9.7%</b> 9/93	-	

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	Your hospital Round 3: % Num/Den	
7.12 [1]	6	As a team, how often do you talk about the way you care for/ support people with complex needs (including dementia)?		
		Frequently	<b>49.8%</b> 6203/12457	<b>50%</b> 41/82
		Occasionally	<b>37.2%</b> 4636/12457	<b>41.5%</b> 34/82
		Almost Never	<b>9.7%</b> 1210/12457	<b>4.9%</b> 4/82
		Never	<b>3.3%</b> 408/12457	<b>3.7%</b> 3/82

## Patient care and nutrition

Std no. [Type]	Question number and text	National audit Round 3: % Num/Den	National audit Round 3: % (Yes, always and Yes, most of the time responses combined)	Your hospital Round 3: % Num/Den	Your hospital Round 3: % (Yes, always and Yes, most of the time responses combined)	
3.8 [1]	7	Can carers of people with dementia visit at any time on the ward(s) you work on? <i>i.e. visits are not limited to normal visiting hours and may include mealtimes.</i>				
		Yes, always	<b>51.2%</b> 6131/11978	<b>78.5%</b> 9402/11978	<b>72.5%</b> 58/80	<b>92.5%</b> 74/80
		Yes, most of the time	<b>27.3%</b> 3271/11978		<b>20%</b> 16/80	
		Yes, sometimes	<b>16.1%</b> 1927/11978	-	<b>6.3%</b> 5/80	-
		No	<b>5.4%</b> 649/11978	-	<b>1.3%</b> 1/80	-
7.18 [1]	8	Do you think that the people with dementia you care for/ support, have their nutritional needs met while on the ward(s) you work on?				
		Yes, always	<b>25.9%</b> 3181/12263	<b>76.1%</b> 9330/12263	<b>25.6%</b> 21/82	<b>78%</b> 64/82
		Yes, most of the time	<b>50.1%</b> 6149/12263		<b>52.4%</b> 43/82	
		Yes, sometimes	<b>19.2%</b> 2357/12263	-	<b>18.3%</b> 15/82	-
		No	<b>4.7%</b> 576/12263	-	<b>3.7%</b> 3/82	-

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>26.3%</b> 21/80	<b>78.8%</b> 63/80
		Yes, most of the time	<b>47.6%</b> 4352/9148		<b>52.5%</b> 42/80	
		Yes, sometimes	<b>18.7%</b> 1708/9148	-	<b>15%</b> 12/80	-
		No	<b>3.3%</b> 303/9148	-	<b>6.3%</b> 5/80	-
	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>3.8%</b> 3/80	<b>17.5%</b> 14/80
		Yes, most of the time	<b>27.5%</b> 2516/9143		<b>13.8%</b> 11/80	
		Yes, sometimes	<b>42.5%</b> 3887/9143	-	<b>47.5%</b> 38/80	-
		No	<b>19.3%</b> 1763/9143	-	<b>35%</b> 28/80	-
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>18.8%</b> 15/80	<b>51.3%</b> 41/80
		Yes, most of the time	<b>32.5%</b> 2942/9047		<b>32.5%</b> 26/80	
		Yes, sometimes	<b>27.7%</b> 2506/9047	-	<b>26.3%</b> 21/80	-
	No	<b>23.5%</b> 2125/9047	-	<b>22.5%</b> 18/80	-	



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>26.9%</b> 21/78	<b>69.2%</b> 54/78
		Yes, most of the time	<b>39.3%</b> 3456/8788		<b>42.3%</b> 33/78	
		Yes, sometimes	<b>16.8%</b> 1476/8788	-	<b>3.8%</b> 3/78	-
		No	<b>15.6%</b> 1368/8788	-	<b>26.9%</b> 21/78	-
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>62.8%</b> 49/78	<b>89.7%</b> 70/78
		Yes, most of the time	<b>27.2%</b> 2398/8822		<b>26.9%</b> 21/78	
		Yes, sometimes	<b>22.5%</b> 1983/8822	-	<b>6.4%</b> 5/78	-
		No	<b>12.3%</b> 1085/8822	-	<b>3.8%</b> 3/78	-
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>51.3%</b> 41/80	<b>81.3%</b> 65/80
		Yes, most of the time	<b>28.7%</b> 2615/9119		<b>30%</b> 24/80	
		Yes, sometimes	<b>20.7%</b> 1886/9119	-	<b>10%</b> 8/80	-
		No	<b>6.1%</b> 558/9119	-	<b>8.8%</b> 7/80	-
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>56.3%</b> 45/80	<b>83.8%</b> 67/80
		Yes, most of the time	<b>33.4%</b> 3039/9090		<b>27.5%</b> 22/80	
		Yes, sometimes	<b>15.5%</b> 1408/9090	-	<b>12.5%</b> 10/80	-
		No	<b>4.9%</b> 444/9090	-	<b>3.8%</b> 3/80	-

## 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 United Hospital Bath are provided.

<b>Registered Nurses (Band 5 or 6)</b>
Adjusted cutlery to help with hand dexterity.
Be great to have more staff/ volunteers that are able to assist our dementia patients at mealtimes.
Being on a busy assessment unit, it can be challenging to accommodate the mobile patients with dementia as it is so busy, it can be difficult to stay with them all the time. Staffing is generally short and if a patient is confused or wandering, the man power is not always there to keep them in a specific area. I think the best scenario is to not have these types of patients on this type of fast-paced unit for long - but to have them on a ward as soon as possible so they have the freedom to wander and stay safe within that secured area. It is noisy and busy and can be confusing/ upsetting for patients who do not understand the environment or why they are here.
Better staffing levels would give staff the time they need to provide the best possible care. As we all know, dementia patients often have complex needs that take time and resources to meet. This is often at odds with a busy older people's unit.
Better training, especially in areas where the number of patients with dementia are minimal.
Day rooms. Activity coordinator specific for dementia patients. Higher staffing ratio.
Dementia patients need a lot of time spent with them to make them feel safe. We are consistently short of staff to be able to carry this out.
Give staff to look after them. Avoid short-staffed shifts.
Having better staffing levels in the daytime. And if the dementia patient is a wanderer, the ward should have a nurse who can work 1 to 1 with the patient so staff can spend time with the dementia patients and not give the impression they are rushed.
I believe that we perform ahead of other trusts in this particular field, however, for all patients, 17:00 is too early for supper in many cases and I suspect that very few people eat at this time at home. Other trusts seem to be able to serve the evening repast at 19:00 and if we could do this, it would more easily reflect patients' normal eating patterns.
I would like more therapy time e.g. reminiscence therapy, group work. I would also like the ward to be better supported with the care of aggressive and challenging patients. Because we are a dementia ward, we are just expected to cope.
Inadequate staffing levels mean insufficient time to spend with dementia patients or that care is "rushed". In the instance where a confused patient requires supervision, possibly 1:1, and the help of additional staff is not offered very often, such supervision will be to the detriment of the other patients receiving inadequate or delayed care.
It would be really good to inform the public, patients, family and friends on how we support dementia patients on hospital admission. Maybe a few open evenings would be an idea. Just recently, I was attending the women's institute and we/ they were discussing how dementia patients are supported, I found that a lot of the public are very unaware of the training we receive and how we support our patients.
Larger staff to patient ratios would allow more time to talk and interact with people with dementia.
Management to prioritise staffing on older peoples unit. Currently always understaffed and still often have staff moved to other areas, leaving an unsafe environment for both patients and staff.

## Registered Nurses (Band 5 or 6)

Many patients with dementia become bored very easily. On certain wards, people are there a long time and it would be beneficial if wards attempted to stimulate their patients with varied activities. Musicians do visit at times and the response from the patients and their families is very positive.

More classroom based/ ward based training, and regularly. More staff!!

More flexibility with food provision. Provide 1:1 care when requested by wards.

More staff on the wards to allow time to care. Unfortunately, always short staffed.

More staff to enable more time to be given to patients with dementia.

More staff! If ward staffing levels were maintained at an acceptable level, more appropriate individualised care could be provided. On an older persons unit where EVERY shift you are short of staff, unfortunately work becomes task orientated, not patient [orientated]. Need more involvement with menu choice (patient and relative). Would be great if carers provided a list of likes/ dislikes. A simple question like - do you take sugar? Tea or Coffee? can be difficult to get an answer to.

More staff/ time to spend with patients to support feeding them, dressing them and toileting, as well as more time to talk to them so can treat them as an individual.

More staffing on wards.

More staffing. We need acuity staffing which caters for patients with complex needs and following NICE guidelines on a ratio of one nurse to four patients.

More study days as opposed to eLearning.

Need to always provide more staff when asked for nurse specials. Safer, more secure areas for patients that wander. High priority for dementia patients to be moved to older people's unit wards quickly from A&E or surgical assessment unit/ medical assessment unit. If carers staying, better facilities for them such as suitable chair to sleep in. Introduction of volunteers to talk and stimulate patients. If the patient is very disruptive to other patients around, to be able to nurse in a side room with 1 to 1 care. More out of hours support from dementia nurses. Families and nursing homes to keep a "this is me" document up to date and is transferred with patient, so we don't have to do one every admission.

Need to make a more dementia friendly ward that is safe for dementia patients to walk around and to provide more staff in the ward.

On our ward, perhaps more signage etc. to help orientate patients with dementia e.g. a clock with the date and day. Signs to the toilet.

Placing them in appropriate areas, not on wards ill-equipped to deal with their needs and that are not secure.

Provide more staffing when necessary.

Provide more stimulation for patients with dementia - some kind of support workers.

Providing more staff like one to one when the patients are very aggressive.

The opportunity for patients with dementia to have access to more safe areas in which to walk around and also, availability of activities for them to do.

Ward environment could be improved - day room for activities, television, radio, games etc.

We need to increase awareness of dementia on non-specialised dementia wards because patients with dementia can be admitted with all kinds of sickness and be transferred to specialised wards (not dementia specialised).

When dementia patients are on a regular ward, there are times when extra staff are needed, but on our ward we never get the extra help, even on a night shift, no help is ever available.

## Registered Nurses (Band 5 or 6)

When you have a whole bay with dementia people the hospital should provide, not only two healthcare assistants, they should also create time and space where nurses can interact with the patient. The ward manager/ nurse in charge should know that it's not safe to leave just one nurse to work in a bay where there are dementia patients.

## Registered Nurses (Band 7 or above)

"This is me" used for every patient, not only those with a diagnosis of dementia.

A day room. There is currently no social engagement. A lack of stimulation for inpatients. An activities coordinator, petting dog or sensory equipment would be beneficial.

Always ensuring the "this is me" booklet has been completed at pre-operative assessment department.

Currently in the process of updating our activity bay. Would like volunteers on the ward to assist in activities.

Extra staff available to support dementia patients e.g. snack/ mealtime support worker. Support worker for activities for dementia patients e.g. music and arts, dementia/ activity box for wards that need it.

If someone is admitted from a nursing home with severe dementia and it would only be appropriate to give them antibiotics etc., more should be done to get them back to their very expensive NURSING home, rather than being kept in hospital where they become distressed and frightened.

It would be lovely to have a larger dementia coordinator team as they are a small team who work hard to cover the needs of the whole hospital and support the patient's carer and clinical staff.

It would be nice to have a bigger team of dementia coordinators in our hospital as they do a fantastic job but are only a few.

Patients with dementia should be admitted to most appropriate older people's unit ward, not as outliers on surgical wards, where they may need to be moved. The moves really distress the patient and family. Often in surgery, we keep the medical patient with dementia for a long time to only move them to their discharge destination. Thus affecting surgical admissions. It's a difficult balance.

Patients with dementia who are confused and wandering should be placed on a ward which specialises in dementia and the medical patients outlied on surgical wards are the patients with an exit plan in the next 48 hours. This involves moving patients from the older people's unit wards who are medically fit for discharge to outlying wards, to enable acute admissions to be to an appropriate ward.

Put pressure on community services to allow patients to be discharged home, rather than wait weeks in hospital.

Support assistants to help with patients with cognitive issues, regardless of a confirmed dementia diagnosis.

Wards here all need to be dementia friendly, some wards have been updated to ensure this is achieved, but others fall very short of the standard. There are still out of hours bed moves for patients with dementia and also multiple bed moves.

## Healthcare Assistants

Always make sure that a very clear and precise handover is given. The carer must be fully aware of all needs and also have completed the dementia training workshop.

By having enough staff, one can have more time to accommodate individuals with dementia who need more time to express what they want. If there are not enough staff, one is worried that you might be neglecting other patients who also needs your support.

## Healthcare Assistants

Collaborate with community services to ensure the "this is me" travels with the patient like a passport, this would save creating duplicates and mean there is always a copy to hand to help staff. All wards should be refurbished to be dementia and Alzheimer's friendly.

Extra staff are needed to special patients who are having increased confusion and need personal care.

Just having more staff on each shift and proper training with regular updates. It would be good if people showed more interest - dementia can happen to anyone. It is very devastating when it does.

Making sure enough staff to cover the ward.

More staff and specials needed for high risk fallers.

More staff to meet their needs, particularly individuals that need hoisting/ assistance mobilising/ advanced dementia. More nutritious snacks available (my ward very rarely has biscuits, let alone any other snacks to give).

More staff.

More things for individuals to do e.g. tasks and games to curb boredom.

One on one care for patients with dementia.

Provide additional staff for dementia patients who need additional support or supervision due to their behaviour. Provide a relaxation area/ appropriate sized day room area to interact with these patients.

Red doorways. More specials.

The unit I work on is very busy, with a lot of transfers during the day and night. We very rarely have sufficient staff, and despite the best efforts of the staff, it is not a very dementia friendly environment.

To provide CD players, DVD players, books, something to simulate dementia patients' minds. To keep them more active whilst in hospital.

We need to seek more support from the carer and fill in the "this is me". More flexibility from the kitchen on what foods are available, and when, would benefit people with dementia in this hospital.

## Doctors

Increased numbers of nursing staff to help provide for the increased care needs of patients with dementia.

## Allied Healthcare Professionals

Improved training for HCAs.

## 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

Having a dedicated dementia team that could assist the wards with dementia patients at all times of the day.

I feel that we could have a lot more activities and for volunteers to help dementia patients so they don't sit in their chair and do nothing all day.

It would be very useful to have more dementia coordinators in the hospital. The ones we have are fantastic and great at their job but I feel that their workload is so great some days that it can take a couple of days for them to come see the patients on the ward.

## Other / Unknown

More interactive stimulation for the patients - can sit out all day doing nothing.



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