

National Audit of Dementia
Care in General Hospitals Round 5
Local Report August 2023

Norfolk and Norwich University Hospital
Norfolk and Norwich University Hospital Trust

Authors

This report was compiled by the National Audit of Dementia project team:

Dr Dasha Nicholls, Clinical and Strategic Director (CCQI)

Dr Alan Quirk, Head of Clinical Audit and Research (CCQI)

Chloë Hood, Programme Manager

Ruth Essel, Deputy Programme Manager

Carmen Chasse, Project Officer

Rachel Davies, Project Officer

Parveen Gurm, Project Officer

The National Audit of Dementia (care in general hospitals) is commissioned by the Healthcare Quality Improvement Partnership (HQIP) as part of the National Clinical Audit and Patient Outcomes Programme (NCAPOP). HQIP is led by a consortium of the Academy of Medical Royal Colleges, the Royal College of Nursing, and National Voices. Its aim is to promote quality improvement in patient outcomes, and in particular, to increase the impact that clinical audit, outcome review programmes and registries have on healthcare quality in England and Wales. HQIP holds the contract to commission, manage and develop the National Clinical Audit and Patient Outcomes Programme (NCAPOP), comprising around 40 projects covering care provided to people with a wide range of medical, surgical and mental health conditions. The programme is funded by NHS England, the Welsh Government and, with some individual projects, other devolved administrations and crown dependencies.

www.hqip.org.uk/national-programmes

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Introduction

Background

The National Audit of Dementia care in general hospitals (NAD) examines aspects of care received by people with dementia in general hospitals in England and Wales. The audit is commissioned by the Healthcare Quality Improvement Partnership on behalf of NHS England/NHS Improvement and the Welsh Government, as part of the National Clinical Audit Programme.

Data collection

Round 5 of NAD collected data between September 2022-January 2023. The audit was open to all general acute hospitals in England and Wales providing acute services on more than one ward which admits adults over the age of 65. In England and Wales, 187 hospitals (92% of eligible hospitals) took part in this round. Round 5 used a new sampling methodology and reduced casenote dataset, and revised organisational dataset (see [National Report](#) p11).

Participating hospitals were asked to complete:

- Prospective identification of people with dementia or suspected dementia admitted to the hospital from 19 September – 14 October 2022
- A casenote audit of the first 40-80 of these patients (some hospitals extended their identification period to achieve their sample)
- A survey of carer experience of the quality of care
- Data submission of hospital level information relating to training, resources and planning care, collated with key metrics from the casenote audit and carer questionnaire into the Annual Dementia Statement (ADS) for each hospital.

Hospital were also asked to use a newly developed tool to collect data from patients with dementia admitted to the hospital (3-5 patients per month, once fit for discharge). This data is reported back separately every 6 months. Data validation and evaluation will take place after the first twelve months of collection.

Results in this report

This report contains:

- Summary graphs/graphics showing key results from the prospective casenote audit and the carer questionnaire, including where possible comparison with Round 4 results
- Appendix tables with a full breakdown of Round 5 results for the casenote audit, carer questionnaire, and ADS.

You will also find a full presentation of your ADS data downloadable as a poster from [CaseCapture](#) data collection platform.

Your Data

Comparison of key metrics across all hospitals is available in National Report [Appendix XI](#).

The full National Report dataset and the post outlier analysis dataset are available at [here](#).

Please note that National R5 data throughout the report is referred to as 'TNS', for the National sample..

Data verification, analysis and outlier analysis

Participating sites were asked to check their data at the end of the data collection period, and also received specific data cleaning queries relating to anomalous entries. The confirmed datasets were aggregated and analysed for national reporting. These results appear in the national report and in this local report.

Following outlier analysis of this dataset, hospital sites notified of negative outlier status were given a further opportunity to check their data and submit amendments. Key metrics results post outlier amendments are shown in [appendix IV](#) and in the final dataset accessible [here](#).

Recommendations

[Please see National Report page 5 for Round 5 recommendations.](#)

Summary

Results of less than 5 locally have been suppressed to preserve anonymity. All graph data within infographics are rounded and may not add to 100%. For full breakdown, please see your ADS poster and [appendices tables](#). **NB:** 25 casenote audit returns and 10 carer questionnaire returns were minimum requirements for inclusion in local reporting.

RM102
Total Patients Identified:
83

RM102
Total Selected Sample:
75

RM102
Total Carer Questionnaires:
31

National Total Patients Identified:
14,888

National Total Selected Sample:
10,642

National Total Carer Questionnaires:
2,223

RM102 Total Casenotes within Admission Period: **83**

RM102 Total Casenotes outside Admission Period: **0**

National Total Casenotes within Admission Period: **14,626**

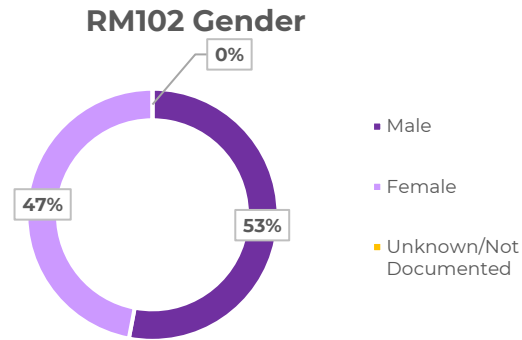
National Total Casenotes outside Admission Period: **257**

Table 1: Key Metrics and Summary Data

Key Metrics	National R5	RM102 R5
% Delirium screen (inc. noted on admission)	87%	84%
% Pain assessment	92%	95%
% Pain reassessment	92%	99%
% Pain tool – question only	61%	96%
% Initiation of discharge plan in first 24 hours*	45%	25%
Carer rating overall care quality	66%	47%
Carer rating communication	60%	37%
Summary Data	National R5	RM102 R5
% People with dementia admitted to hospital over previous year	Range between 0.1% - 15% Median: 3%	1%
% People with personal information document at bedside	46%	60%
Number of Lead Nurse for dementia in post	Ranged between 0 - 6	1
% Staff with Tier 1 training	86%	79.2%
% Staff with Tier 2 training	45%	0%

*See [Discharge Planning](#).

Demographic Information from Casenote Audit



**National R5
Median Age:**

85

National R5 Ethnicity



This data has been suppressed due to identifiable information. Please see appendices tables for full data

**RM102
Median Age:**

88

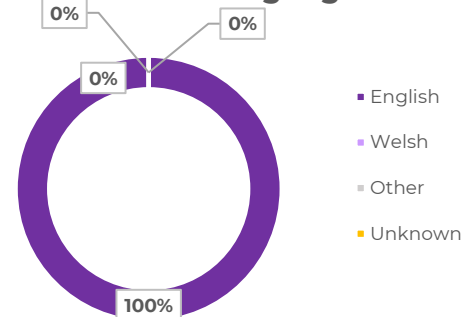
**National R5
Age Range:**

30-106

National R5 First Language



RM102 First Language



**RM102
Age Range:**

59-102

Unrecorded Demographic Information QI Point

Demographic information returned as part of the casenote audit showed a significant proportion of casenotes where 'Unknown' was returned for ethnicity, first language or gender. You can see what proportion of your sample was affected by this in the graphic below.

During analysis for the National Report we looked at whether age or ethnicity had any impact on length of stay and outlying status (see [R5 Appendix](#) p49 and 53). This was simple analysis on the national dataset, and we did not discern any significant differences. Better recording of demographic data will help to support exploration of health inequality outcomes.



Delirium Screening and Assessment

People with dementia have a five-fold risk of developing delirium. The casenote audit asked about any screening for signs of delirium. If delirium had been noted on admission this was also taken into account. Figure 4 below shows all initial delirium screening, and Figure 5 the breakdown by screen type.

Figure 4: Initial Delirium Screening, including Delirium Noted on Admission (n=75)

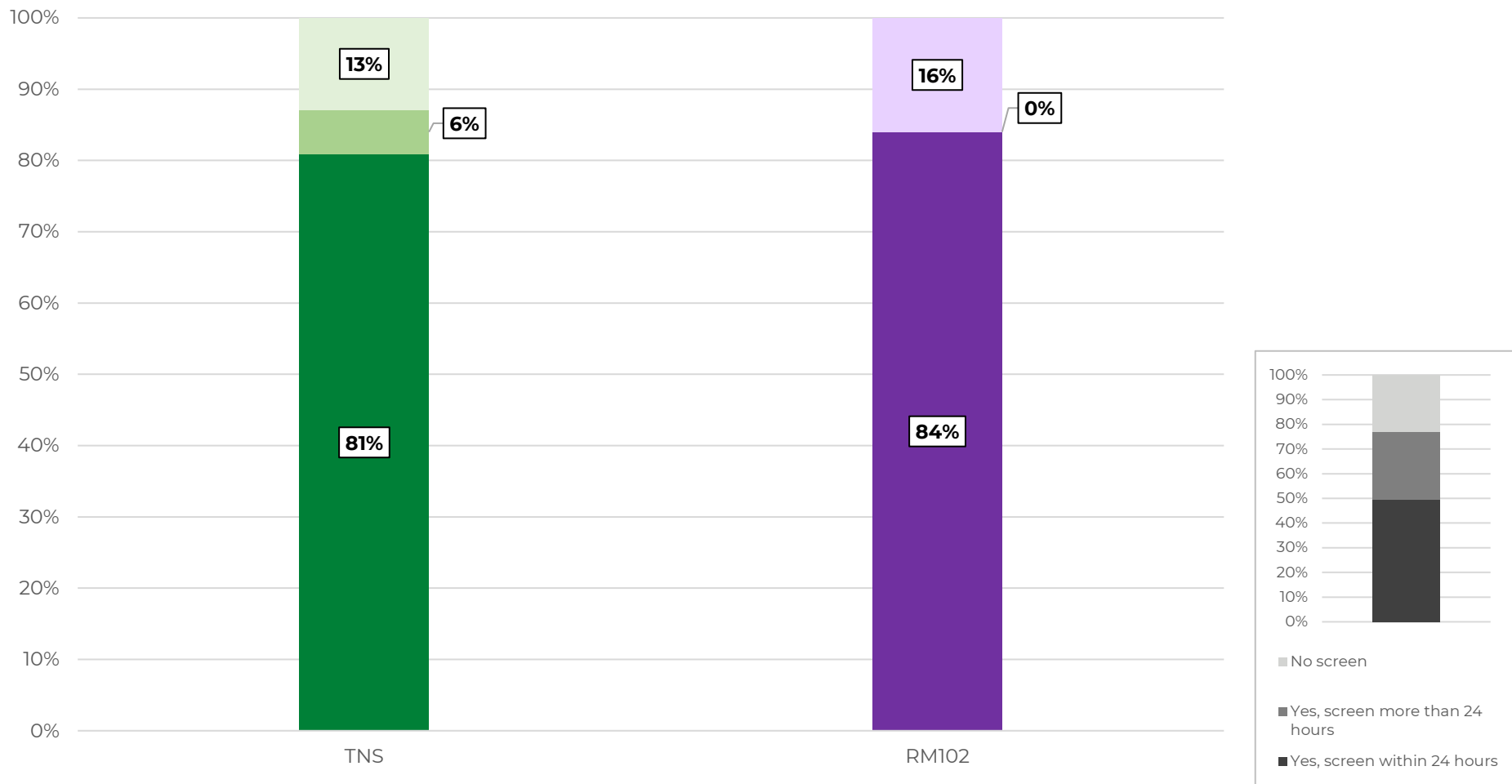


Figure 5: Delirium Screen Type Breakdown (n=75)

RM102 previous R4
Any Initial Delirium Screen:
62%

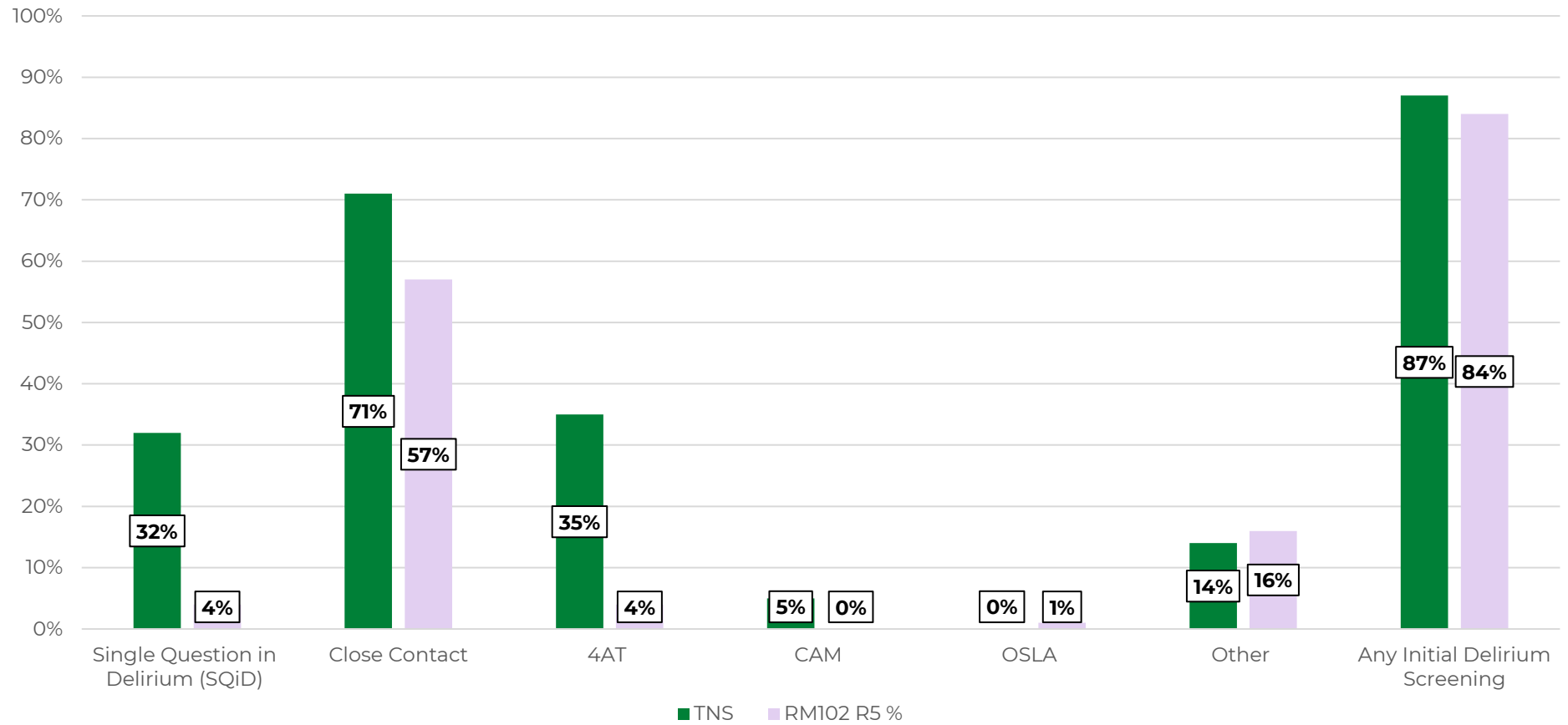


Table 2: Delirium Screening Date Range %

Delirium Screening Date Range %	National R5 % (N)	RM102 R5 %(N)
0-1 days	90.9% (8201)	90.7% (49)
2-3 days	5.5% (496)	5.6% (3)
4-6 days	1.8% (164)	3.7% (2)
7-13 days	0.9% (80)	0% (0)
14-20 days	0.3% (30)	0% (0)
21-27 days	0.2% (17)	0% (0)
28-34 days	0.2% (17)	0% (0)
35-69 days	0.2% (14)	0% (0)
70-140 days	0% (1)	0% (0)

Pain Assessment and Reassessment

As some symptoms of dementia may mean that people living with the condition are unable to report pain, or respond appropriately to questions about it, NICE recommends that use of a structured tool is always considered. The figures and table below show any pain assessment, including question only, then the breakdown by assessment type. Pain reassessment is shown in figures 8 and 9. The casenote audit tool allows the response “N/A for recorded reasons” and these responses have been excluded from totals.

Table 3: Any Pain Assessment (n=75)

Any Pain Assessment (excluding NA)	National R5 %	RM102 R5 %
Assessment within 24 hours	85%	91%
Assessment more than 24 hours	7%	4%
No pain assessment	8%	5%

RM102 previous R4
Any Pain Assessment:

100%

Figure 6: Pain Assessment Tool Breakdown (n=71)

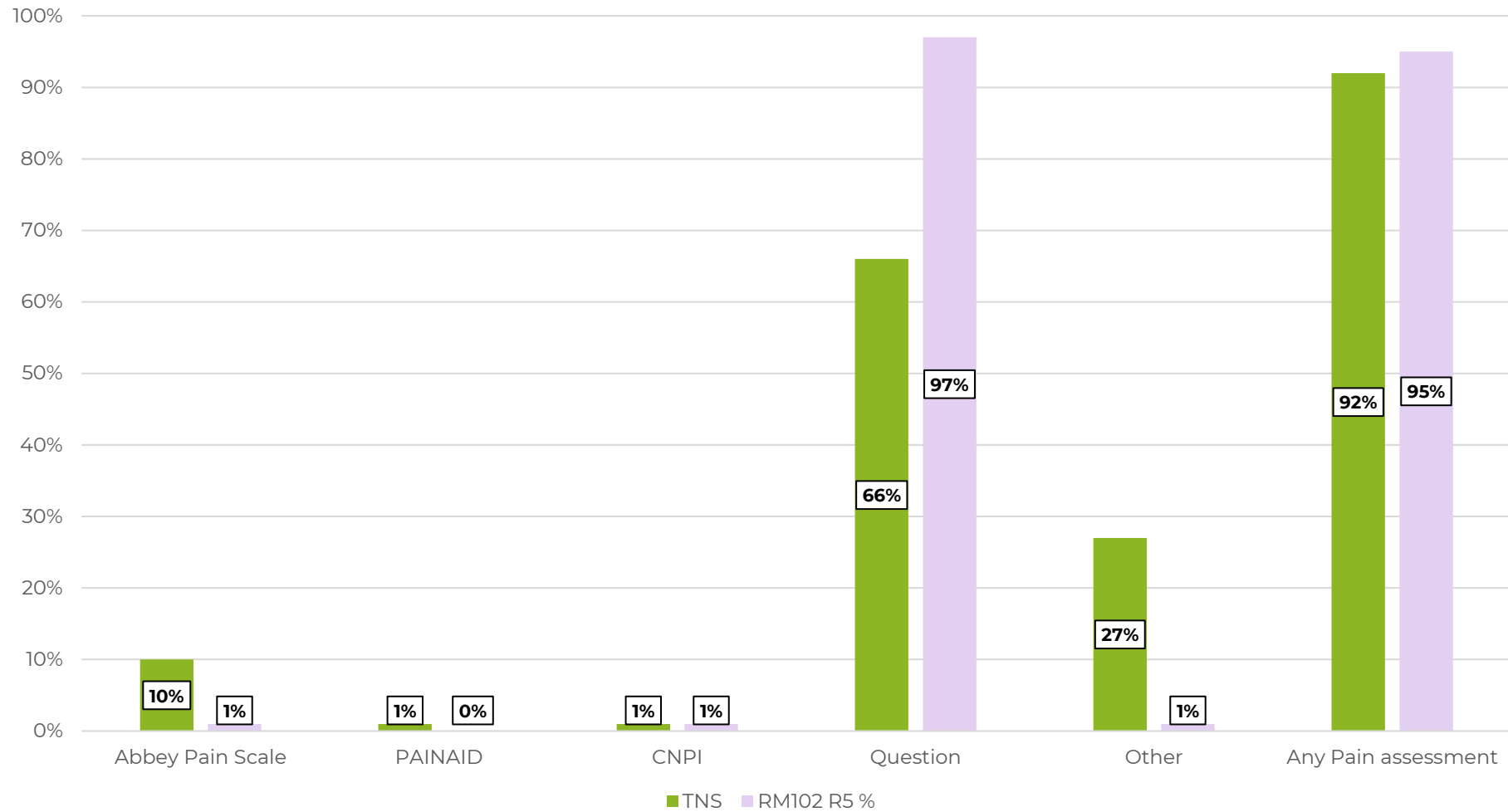


Table 4: Pain Assessment Date Range

Pain Assessment Date Range	National R5 % (N)	RM102 R5 %(N)
0-1 days	94.2% (9069)	95.8% (68)
2-3 days	3.7% (357)	1.4% (1)
4-6 days	1% (93)	0% (0)
7-13 days	0.5% (49)	1.4% (1)
14-20 days	0.2% (17)	1.4% (1)
21-27 days	0.1% (9)	0% (0)
28-34 days	0.1% (12)	0% (0)
35-69 days	0.1% (14)	0% (0)
70-140 days	0% (3)	0% (0)

Figure 7: Any Pain Reassessment (n=71)

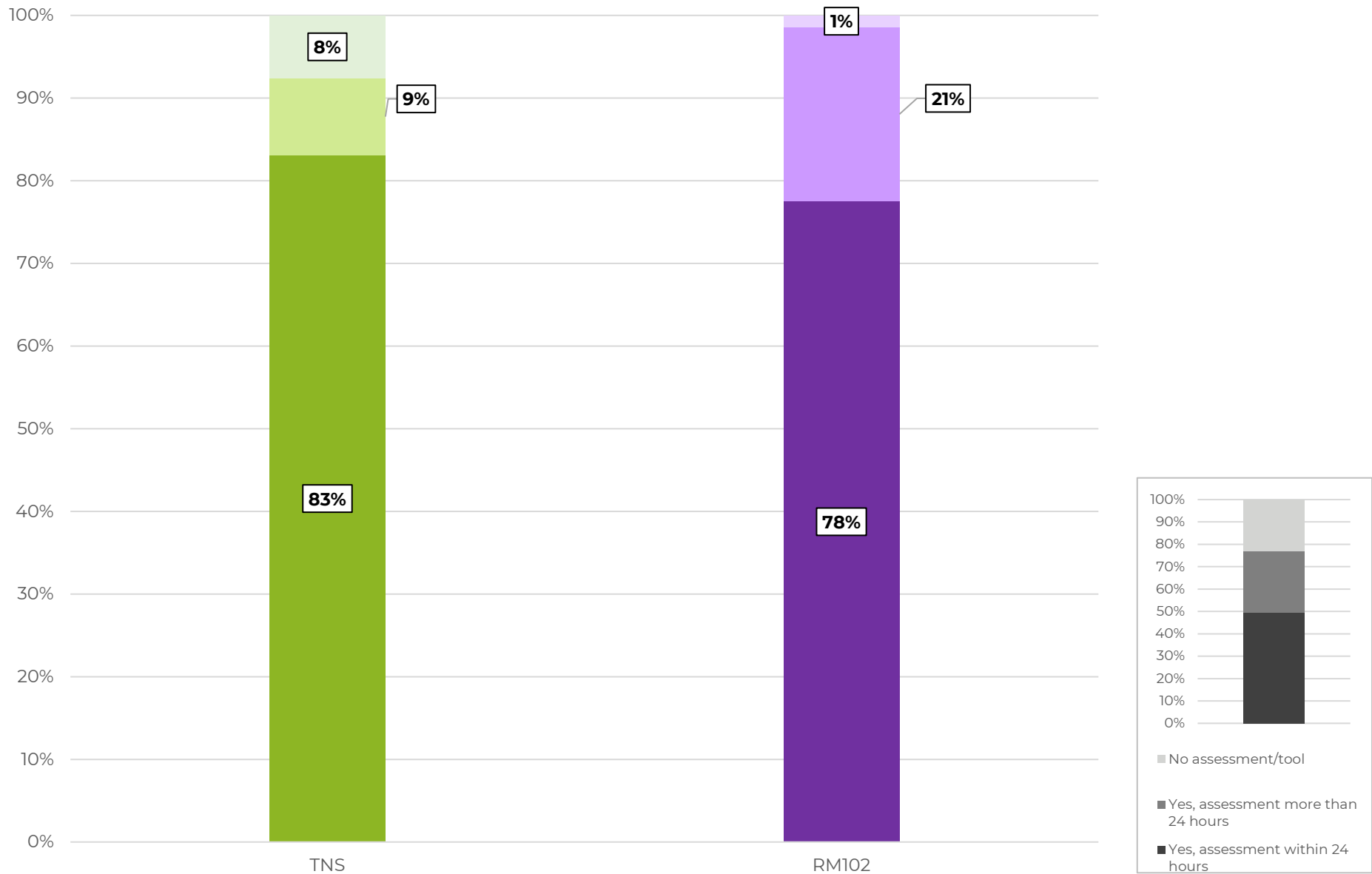


Figure 8: Pain Reassessment Tool Breakdown (n=70)

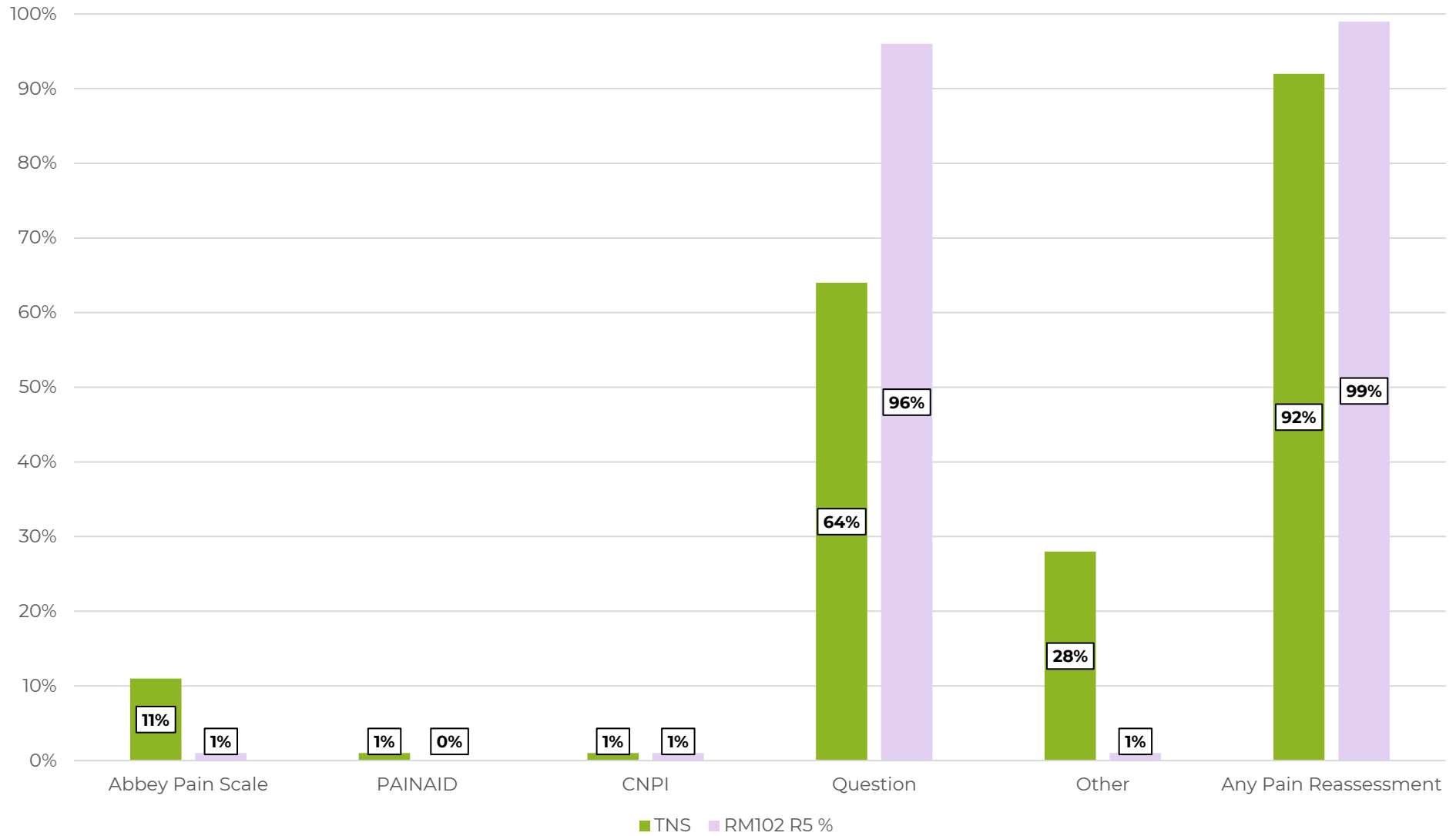


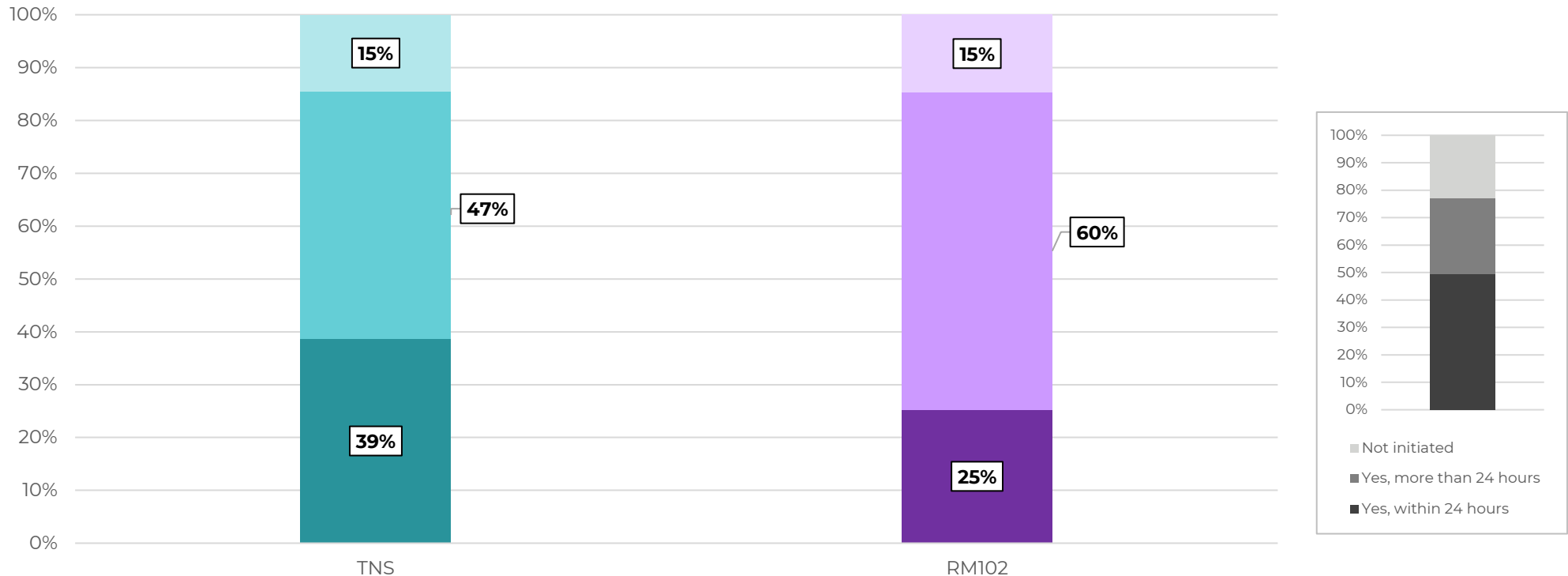
Table 5: Pain Reassessment Date Range

Pain Reassessment Date Range	National R5 % (N)	RM102 R5 % (N)
0-1 days	93% (8267)	90% (63)
2-3 days	4.9% (436)	7.1% (5)
4-6 days	1.3% (117)	2.9% (2)
7-13 days	0.5% (46)	0% (0)
14-20 days	0.1% (9)	0% (0)
21-27 days	0.1% (5)	0% (0)
28-34 days	0.1% (8)	0% (0)
35-69 days	0% (1)	0% (0)
70-140 days	0% (1)	0% (0)

Discharge Planning

NHS England [Principles for Reducing Length of Stay](#) highlight the importance of early discharge planning. Figure 10 shows all responses on discharge planning and point of initiation. The audit tool also allowed respondents to indicate any reasons for later initiation of discharge, including awaiting results or surgical outcomes, and the acuity of the patient's condition.

Figure 9: Discharge Planning Initiated (n=75)



Reasons Plan Not Initiated and Outlier Analysis

When these responses are taken into account as N/A, discharge planning within 24 hours rises to 83.5% (4084/4891) nationally. At a local level this was the result used for outlier analysis (see post outlier dataset [Appendix IV](#))

Figure 10: Expected Date of Discharge Recorded (n=75)

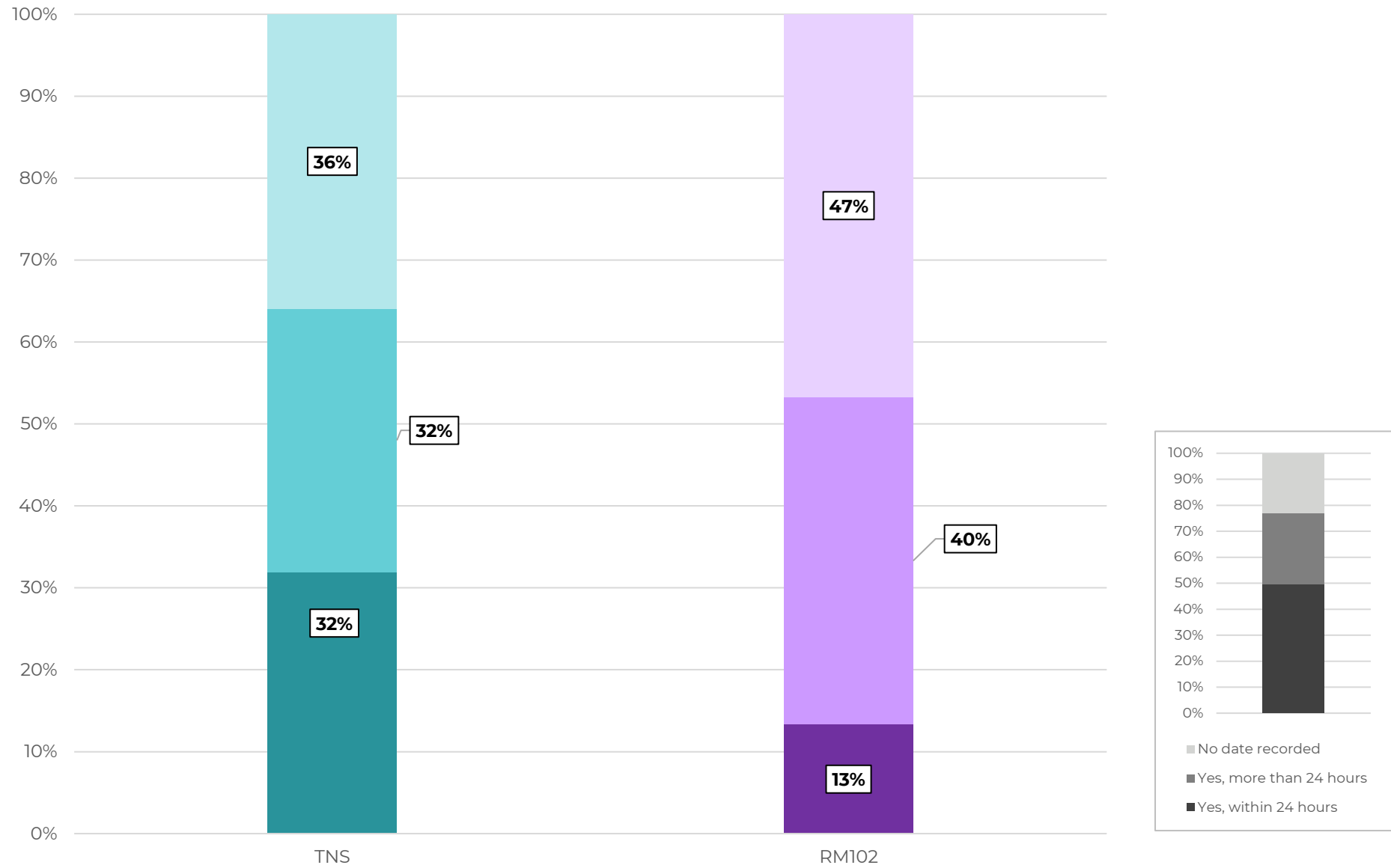


Figure 11: Named member of staff (n=75)

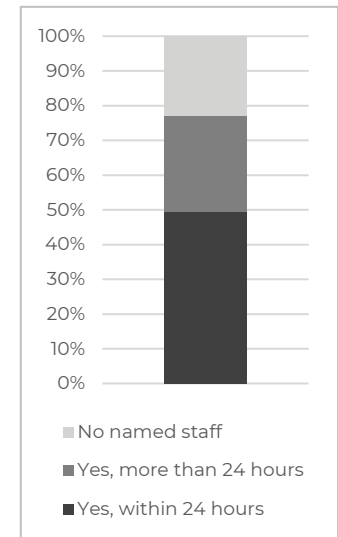
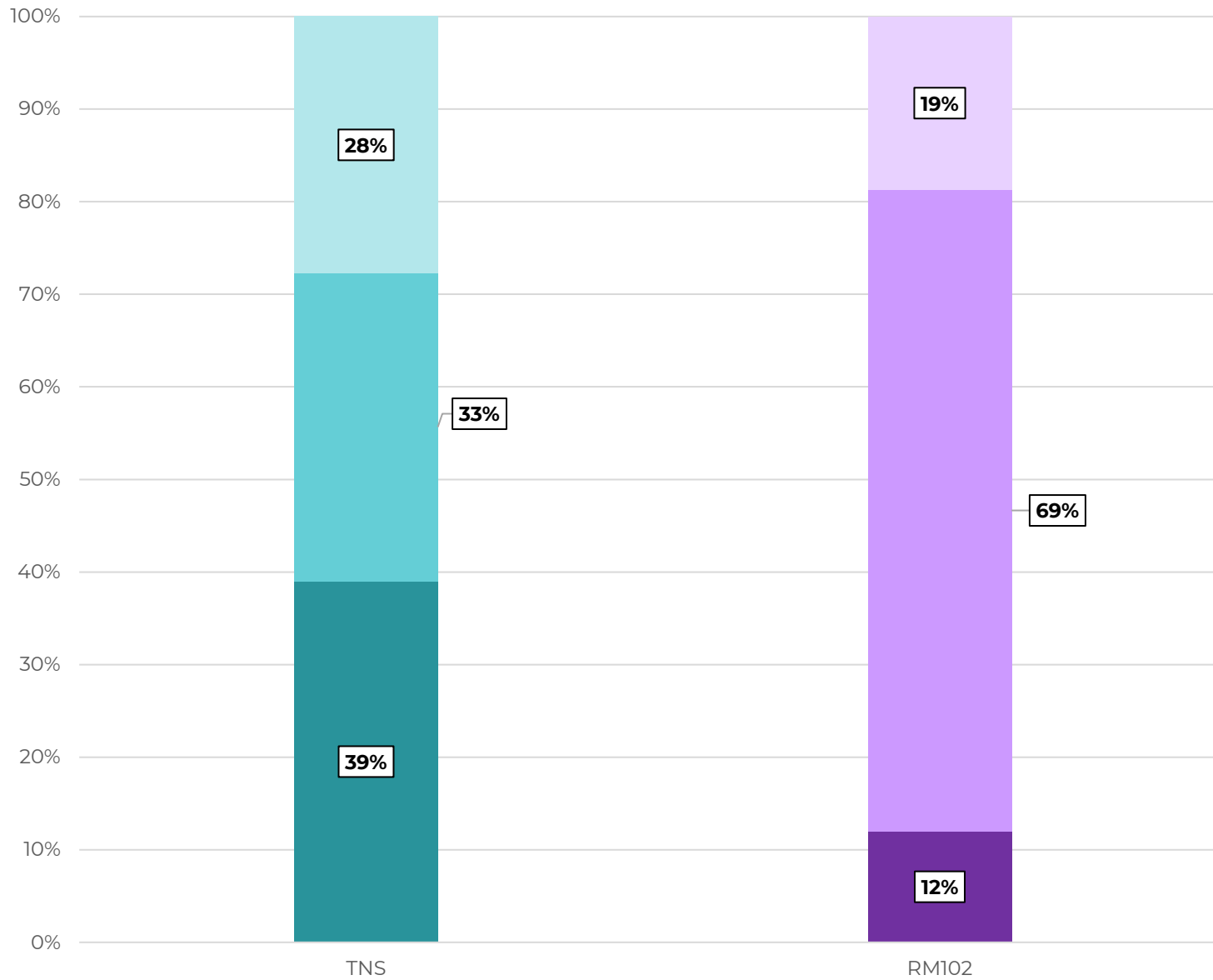
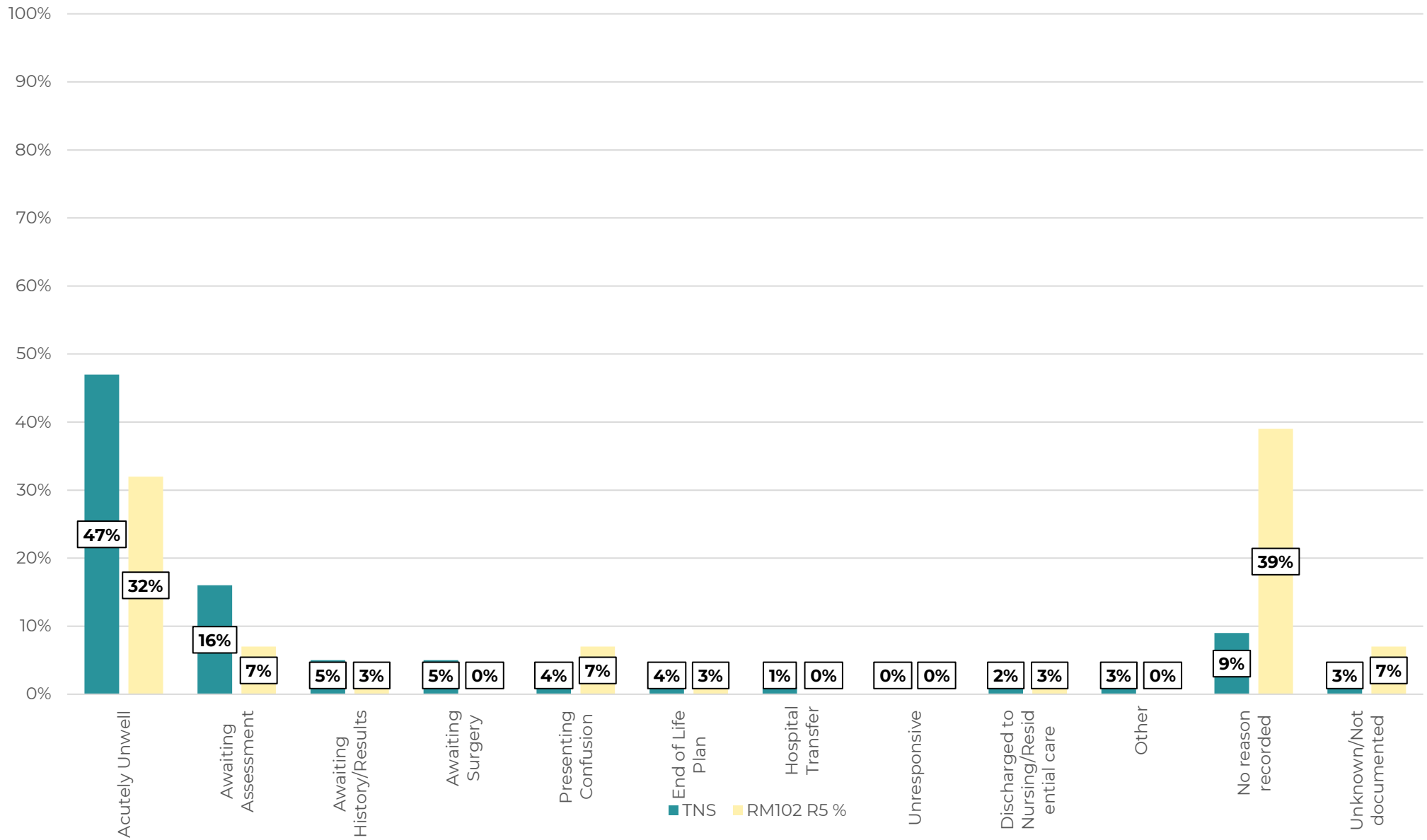


Figure 12: Reasons discharge planning was not initiated within 24 hours of admission (n=56)



Discharge Information

**National R5
Median Length of Stay (days):**

10

**RM102 R5
Median Length of Stay (days):**

13

**National R5
Patients discharged by
end of audit period:**

86.4%

**RM102 R5
Patients discharged by
end of audit period:**

80%

**National R5
Patients were on the
right ward:**

92.5%

**RM102 R5
Patients were on the
right ward:**

86.7%

**National R5
Patients who received
an end of life care plan:**

80.6%

**RM102 R5
Patients who received
an end of life care plan:**

80%

NB. EOL care plan information was only collected for patients who died during admission

Figure 13: Length of Stay in Weeks (n=75)

As the sampling methodology changed between Rounds 4 and 5 we have not presented a comparison of Length of Stay between rounds.

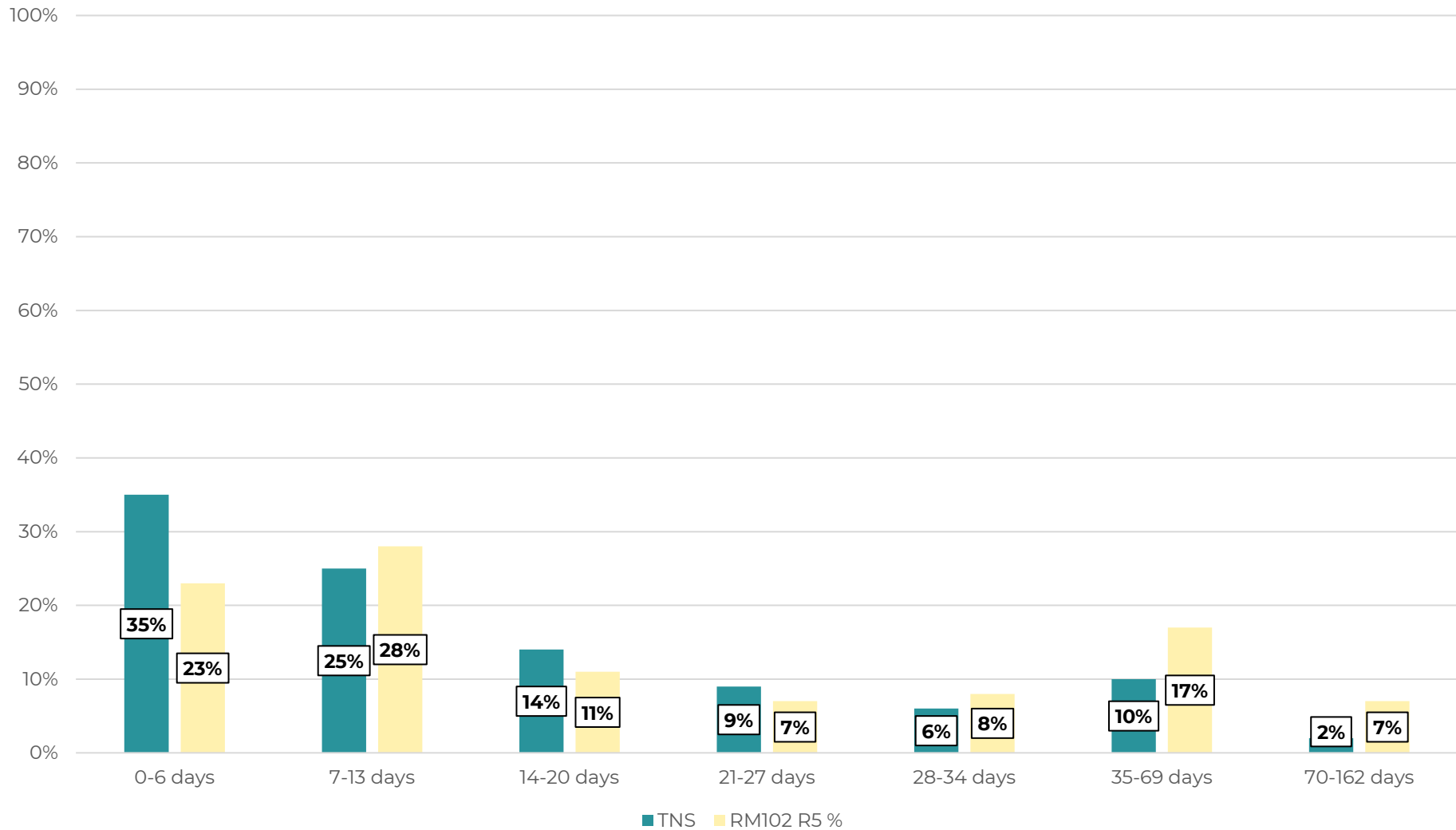
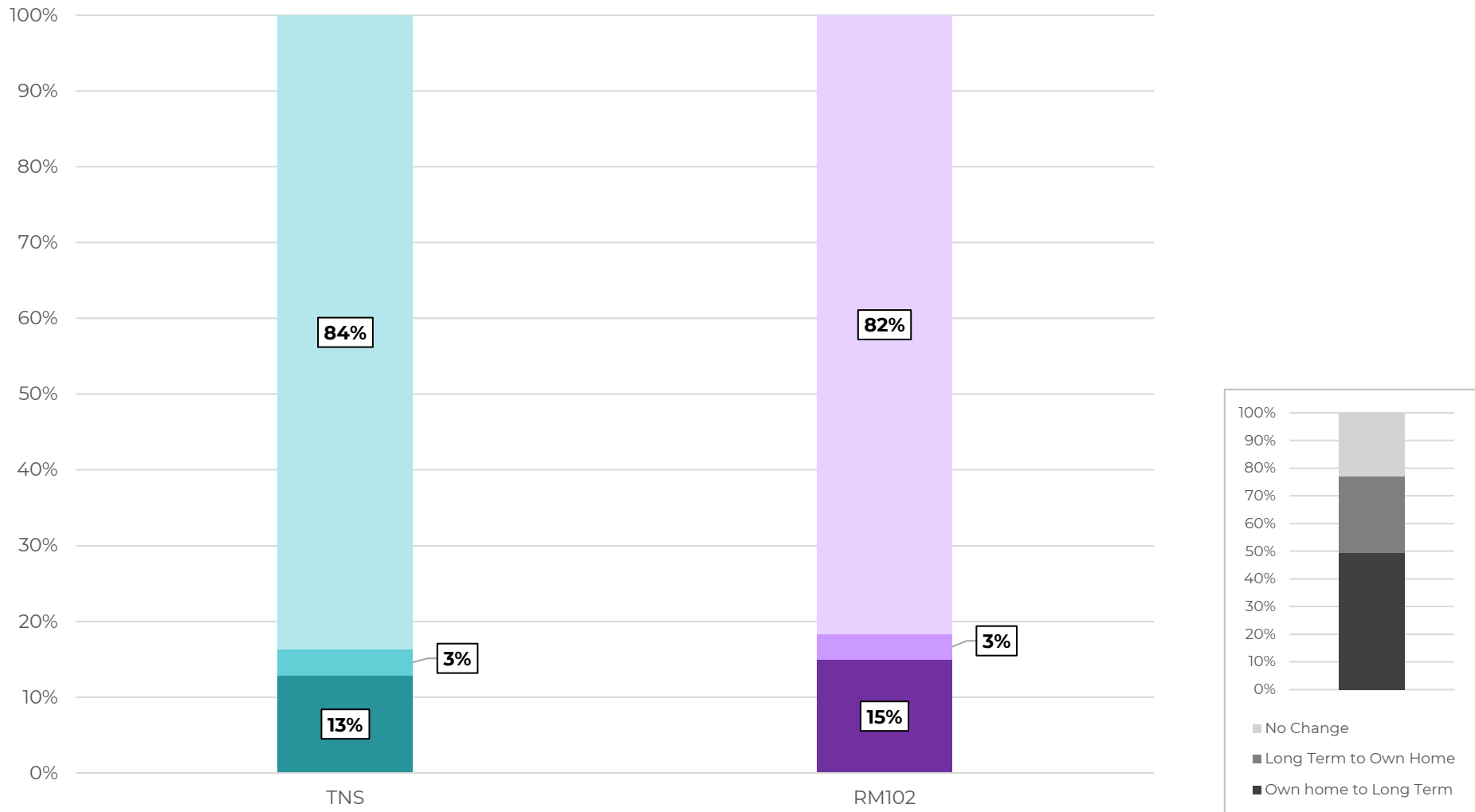


Figure 14: Change in Place of Care (n=60)

This figure shows the proportion of patients who moved from own home or place of short term care (respite, carer's home, intermediate, rehab, another hospital) to residential, nursing or long stay care post discharge. It also shows the proportion of patients who moved from long term care to their own home or short term care, as well as patients who's place of care did not change.

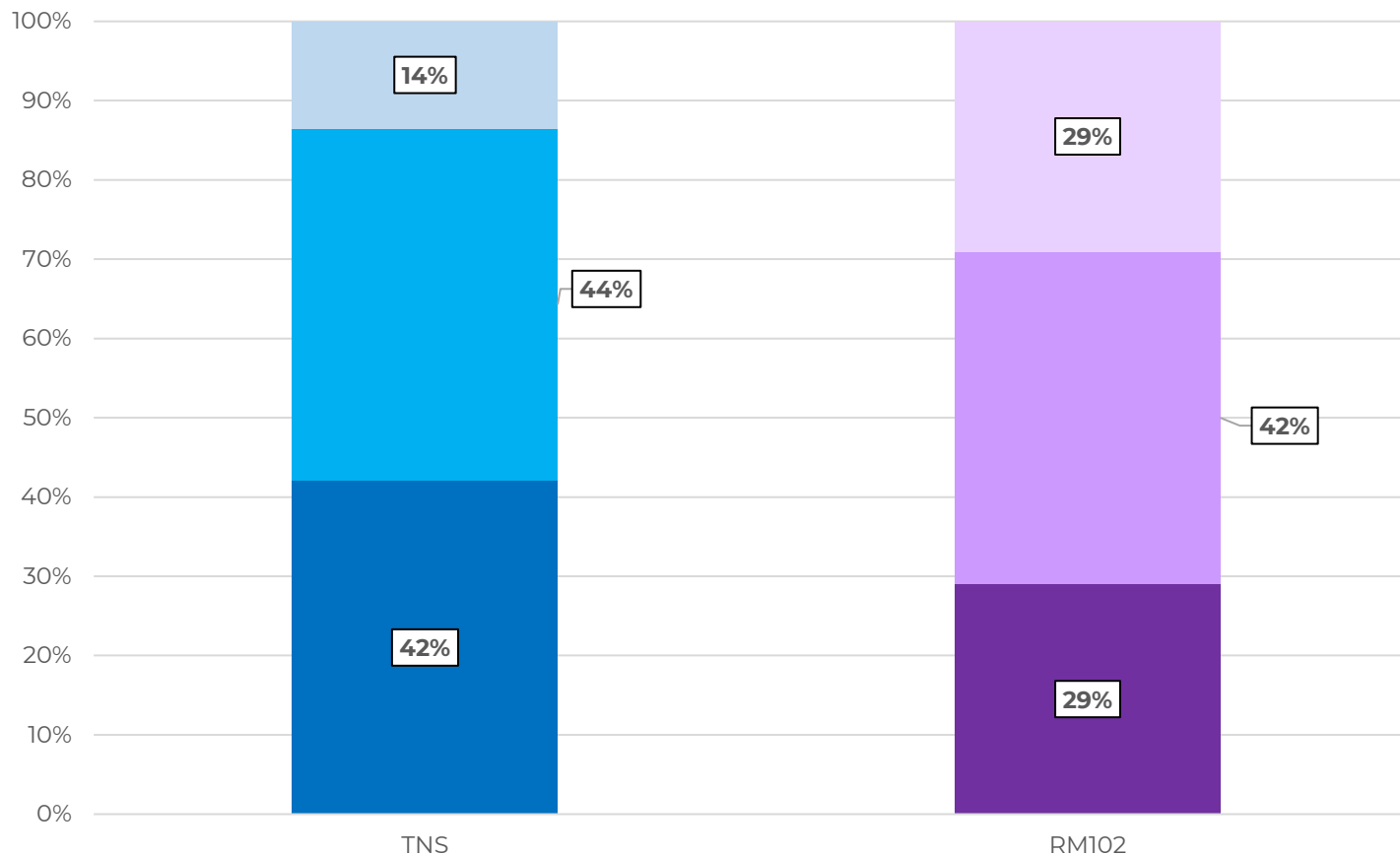


Feedback from Carers

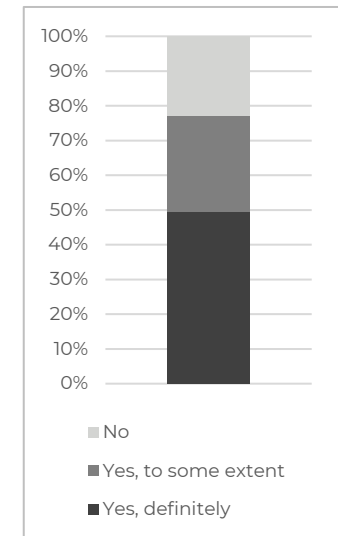
Figures below show a full breakdown of the carer questionnaire responses. Your Round 4 carer questionnaire results are shown above each graph. NB this data is only shown for sites with 10 or more carer questionnaires.

Carer ratings for overall quality of care and for communication can be found in [Appendix XI](#) of the national Report, and on your ADS poster on [CaseCapture](#).

Figure 15: Informed Staff (n=31)

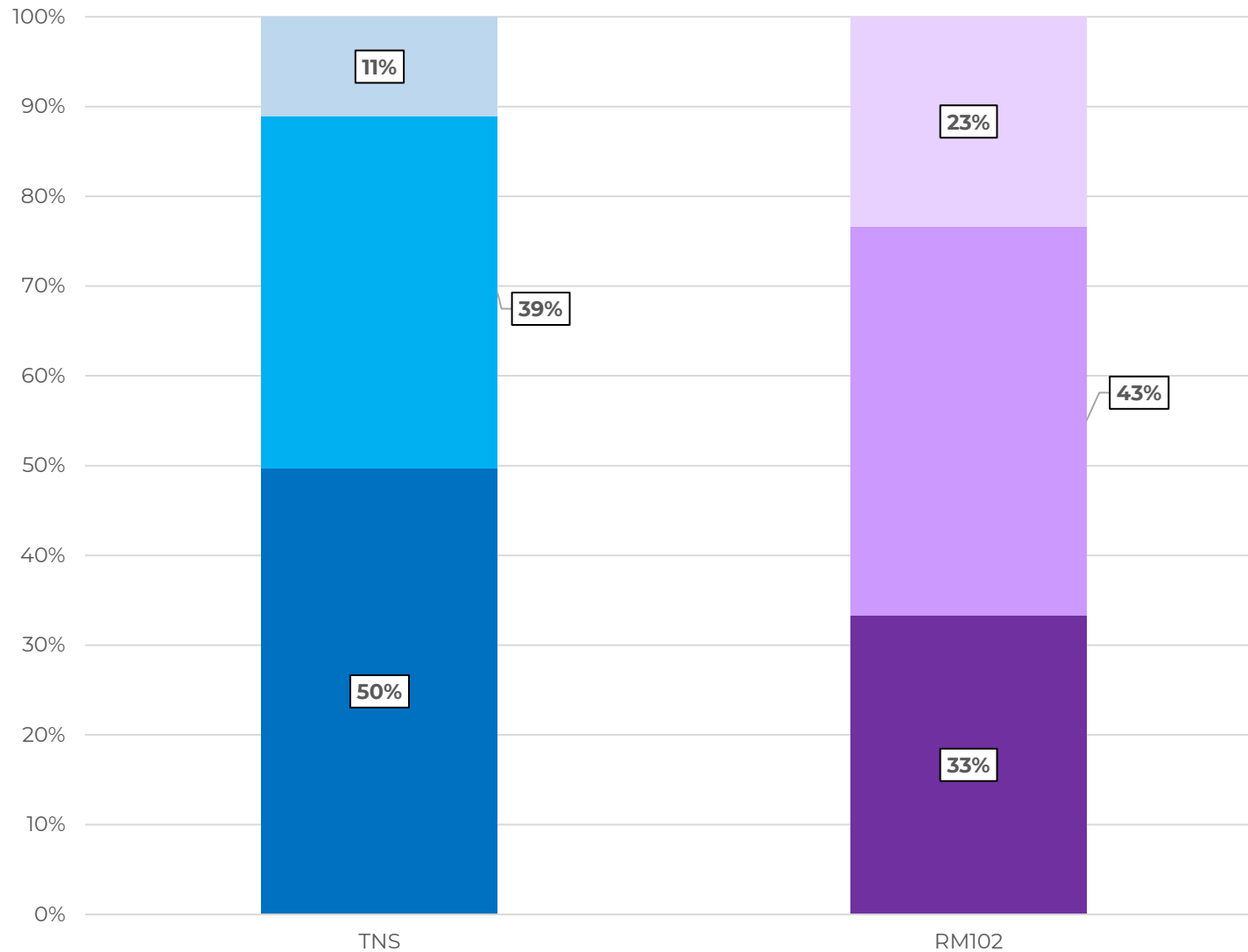


RM102 R4
Informed Staff: Yes, definitely %
27.3%

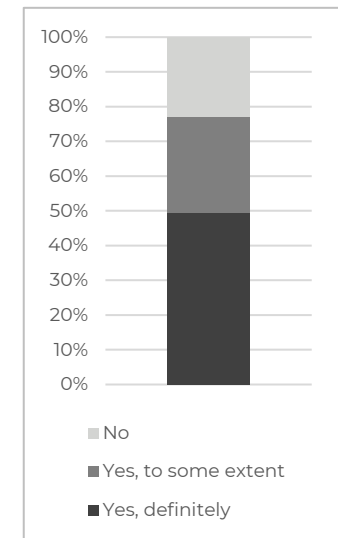


Do you feel that hospital staff were well informed and understood the needs of the person you look after?

Figure 16: Quality of care from staff (n=30)

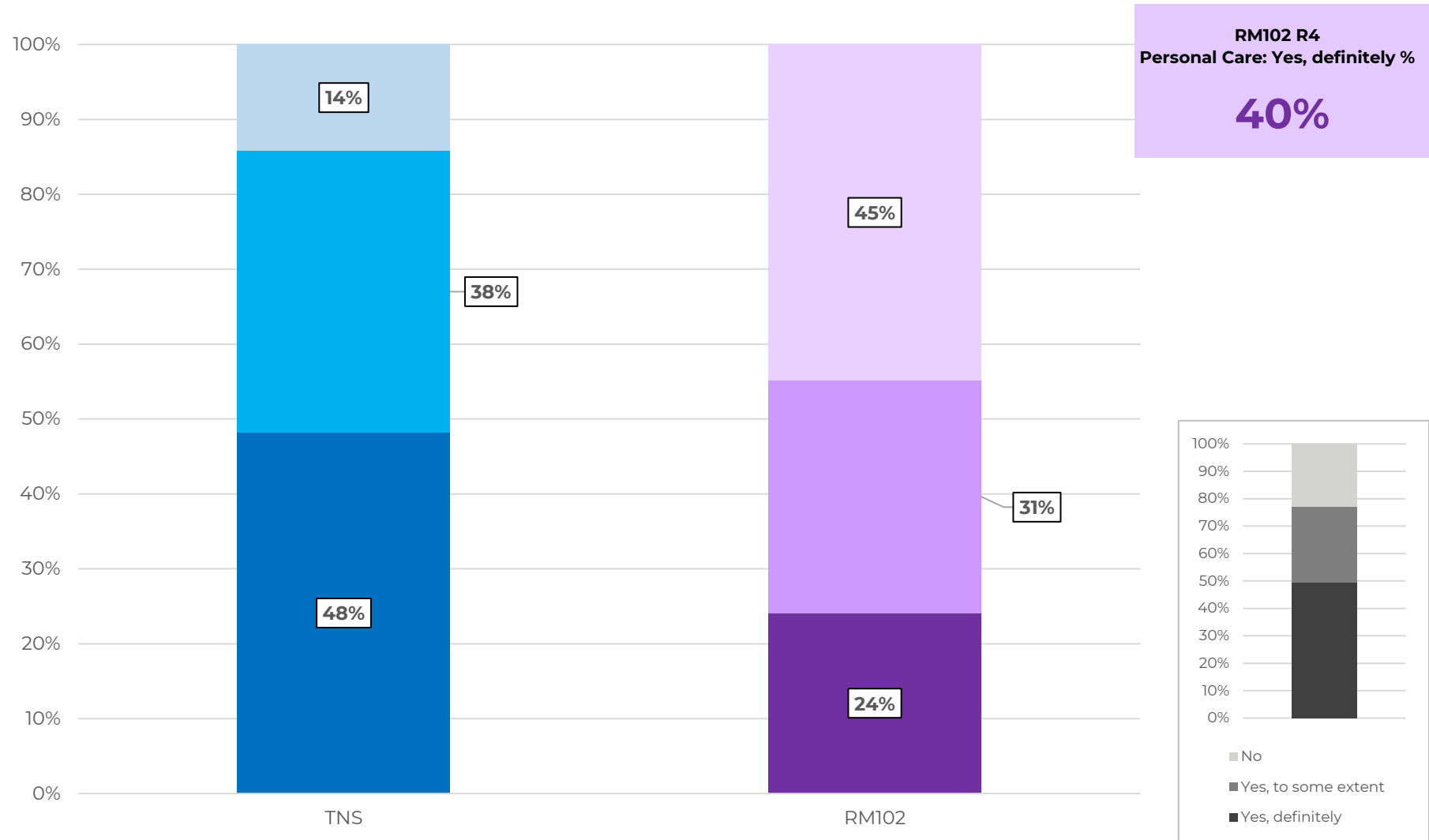


RM102 R4
Care Quality: Yes, definitely %
40.9%



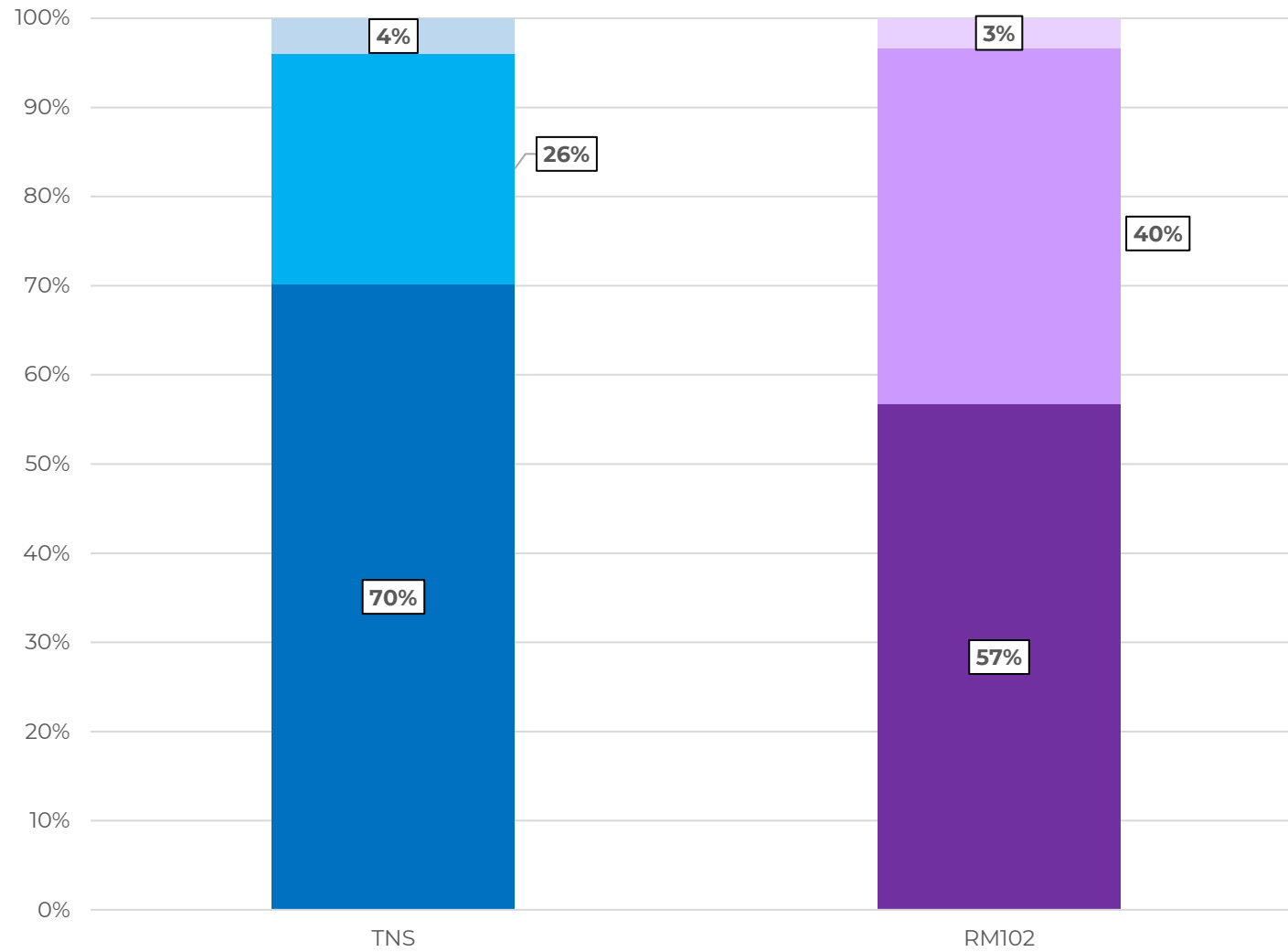
Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after?

Figure 17: Personal Care (n=29)

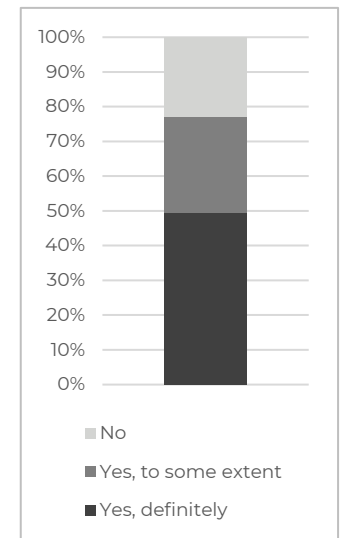


Was the person you look after given enough help with personal care from hospital staff? For example, eating, drinking, washing and using the toilet.

Figure 18: Respect (n=30)

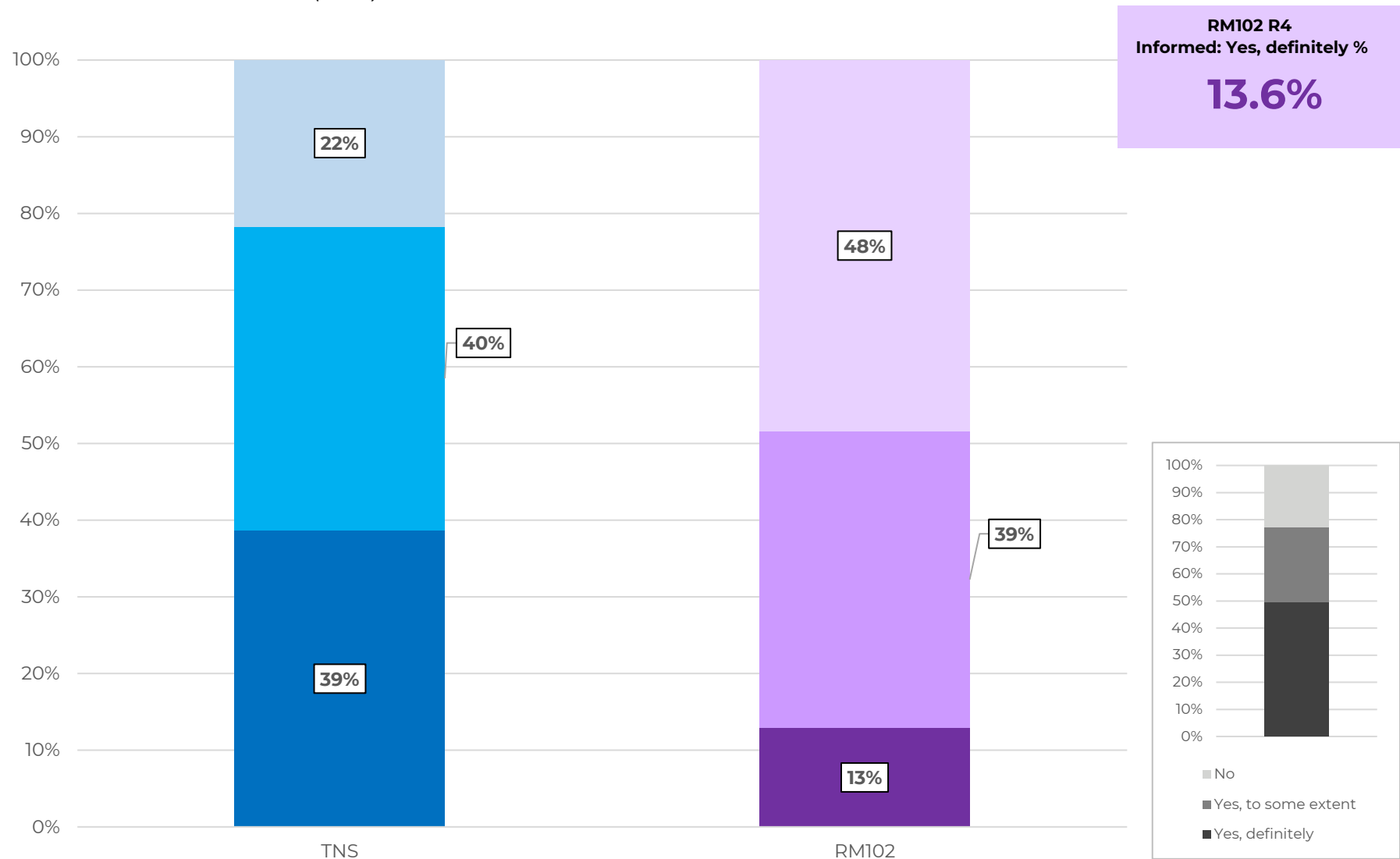


RM102 R4
Respect: Yes, definitely %
72.7%



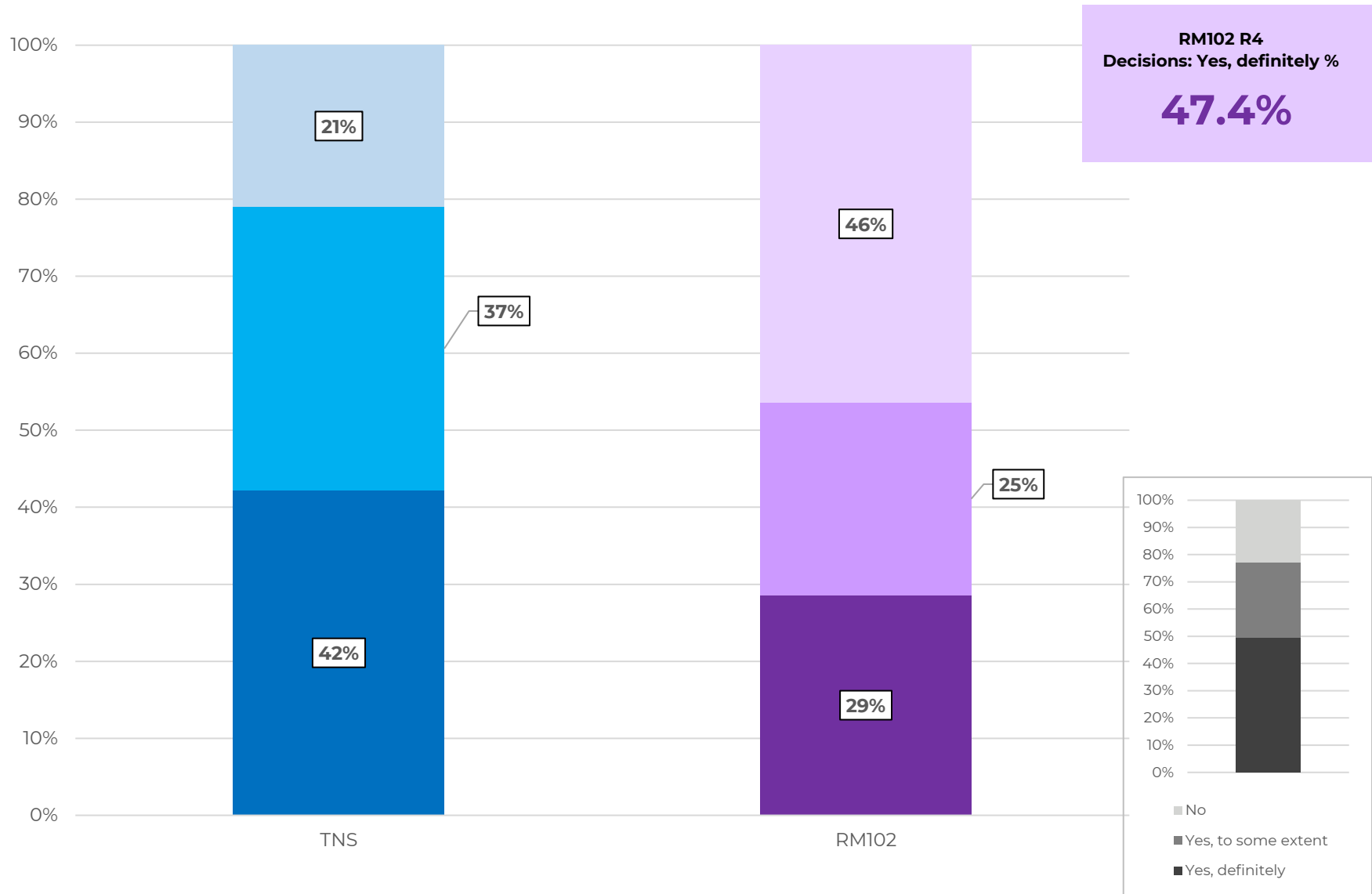
Was the person you look after treated with respect by hospital staff?

Figure 19: Informed about Care (n=31)



Were you (or the patient, where appropriate) kept clearly informed about their care and progress during the hospital stay?
 For example, about plans for treatment and discharge

Figure 20: Involved Decisions (n=28)



Were you (or the patient, where appropriate) involved as much as you wanted to be in decisions about their care?

Figure 21: Needs (n=29)

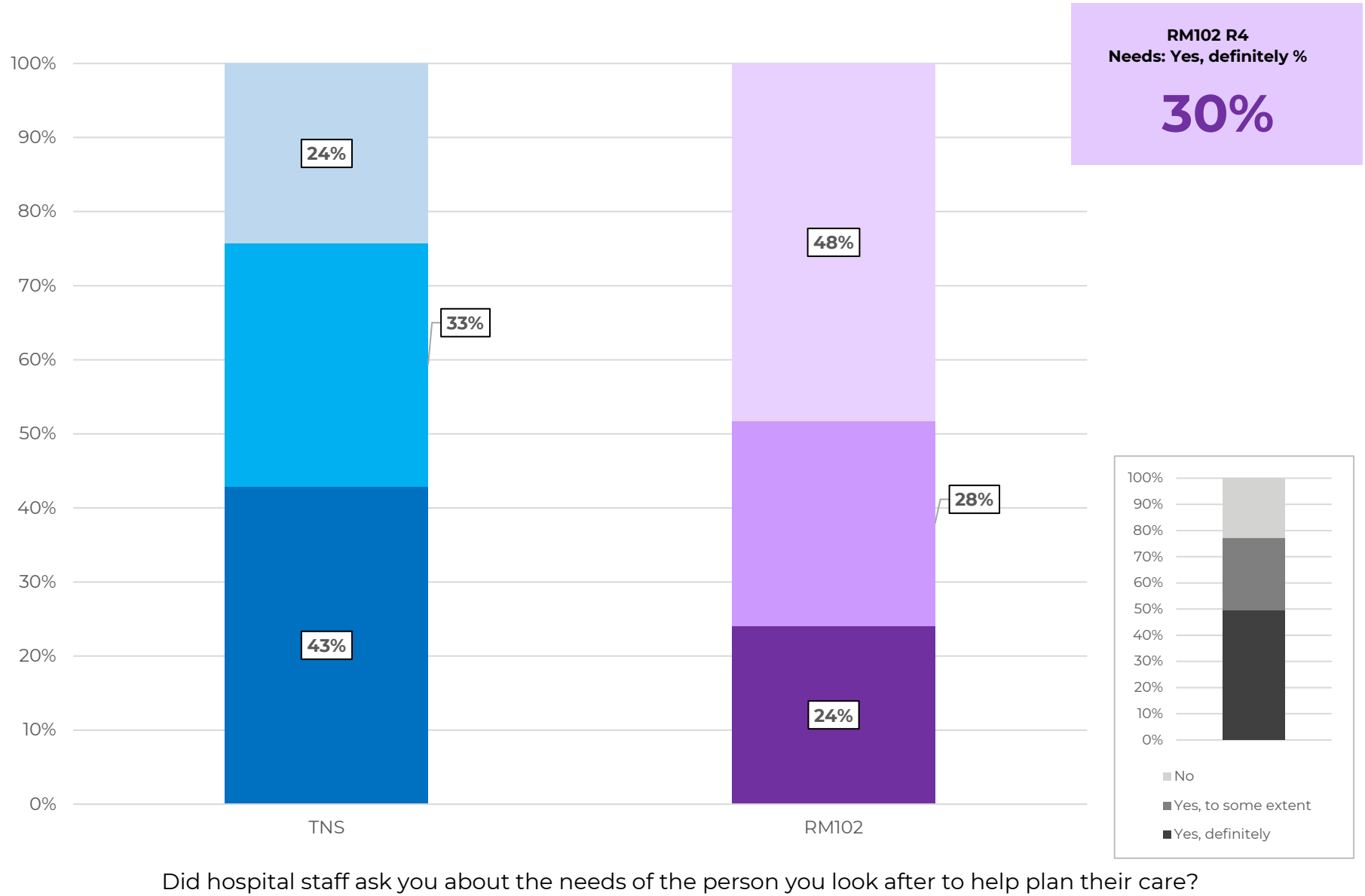
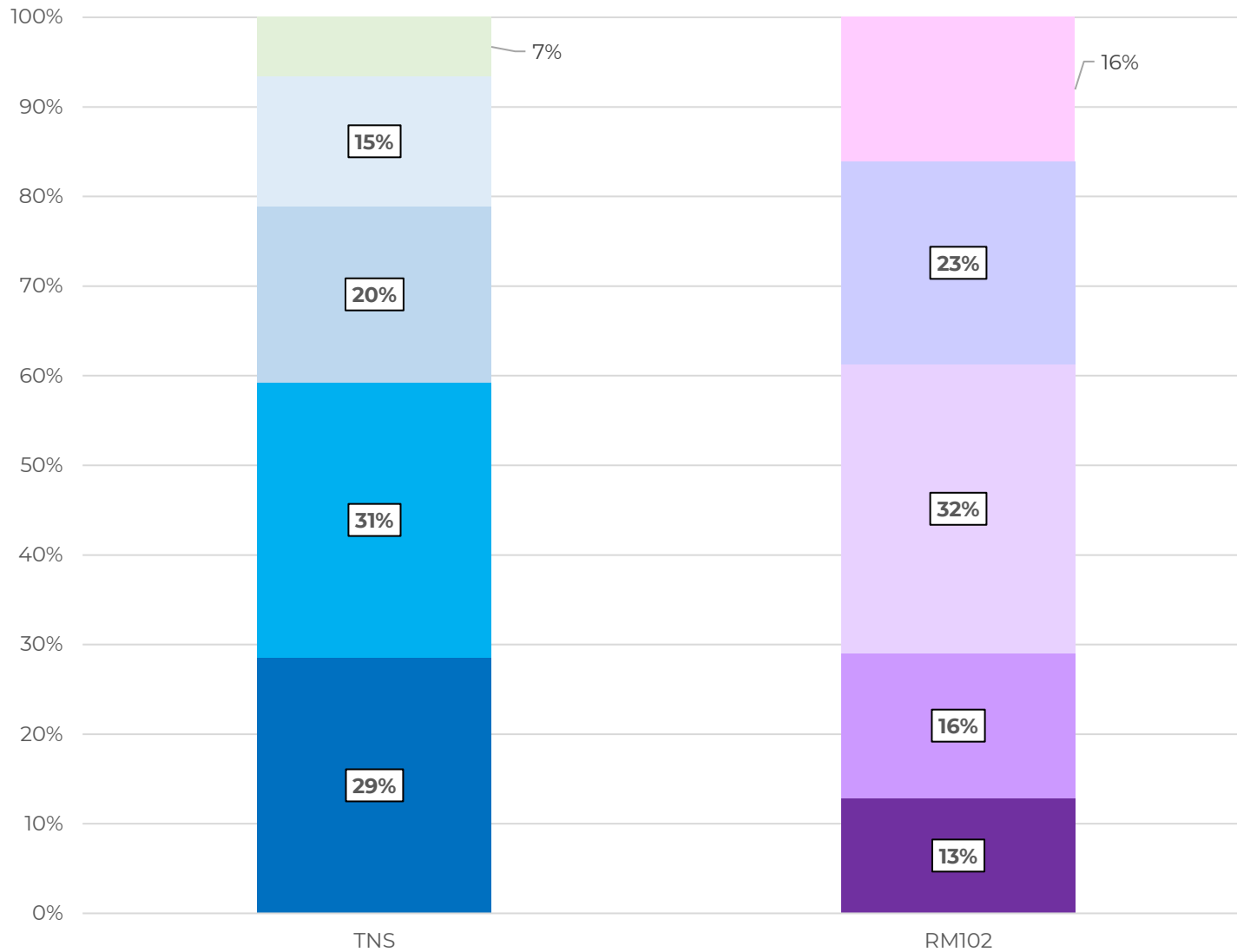
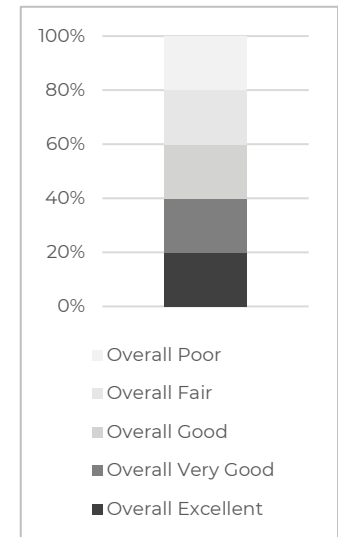


Figure 22: Overall Carer Rating (n=31)

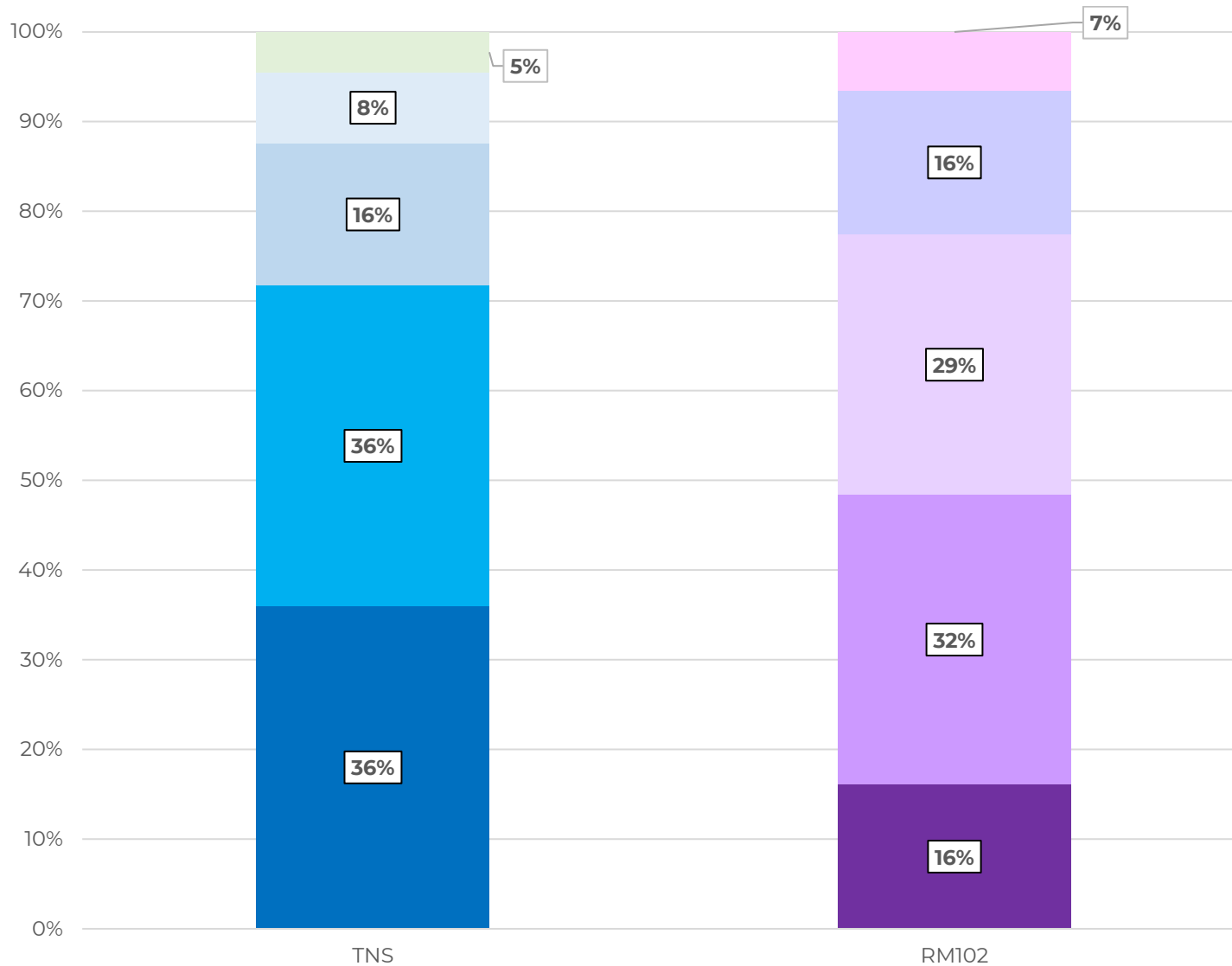


RM102 R4
Overall Rating: Excellent %:
23.8%



Overall, how would you rate the care received by the person you look after during the hospital stay?

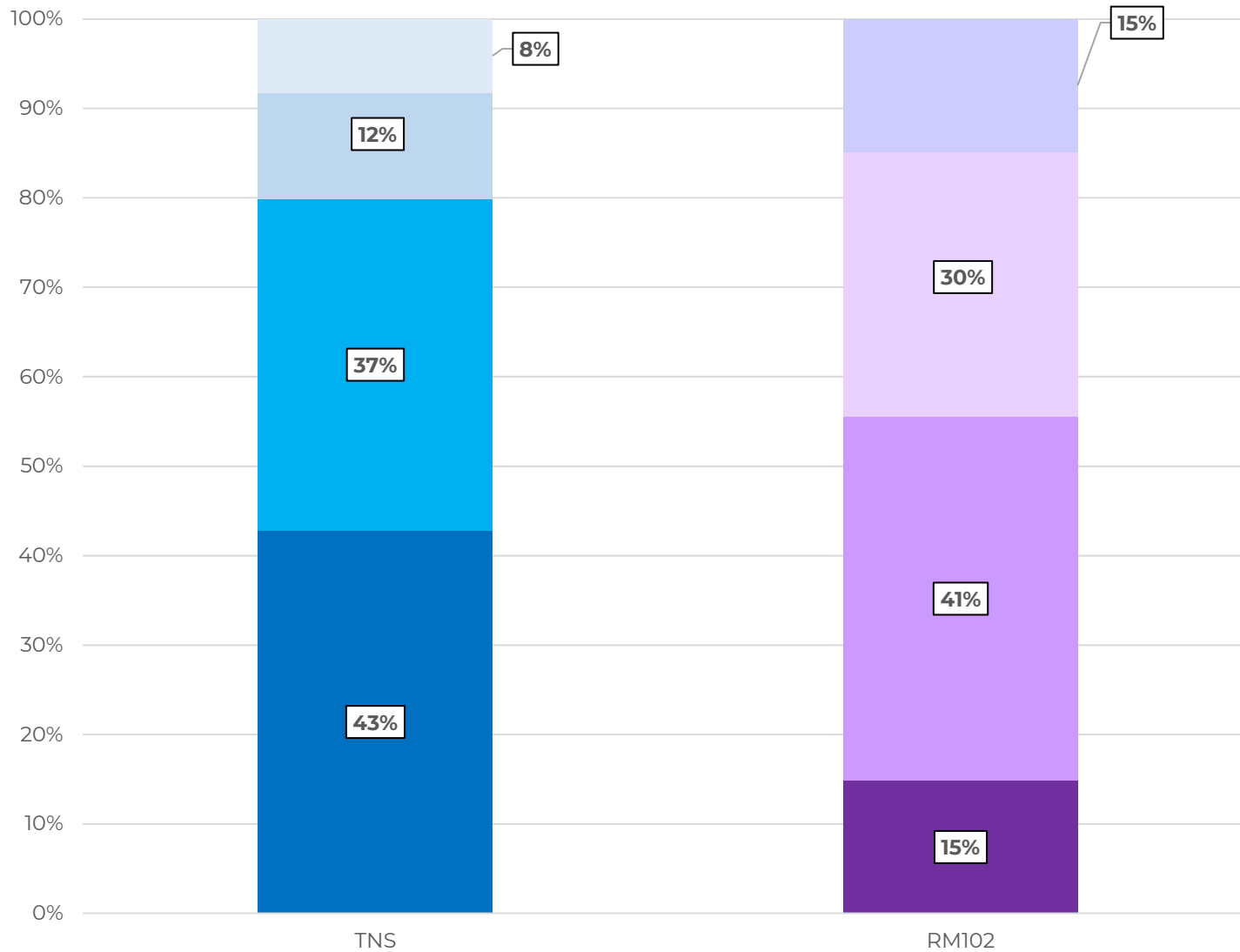
Figure 23: Recommend (n=31)



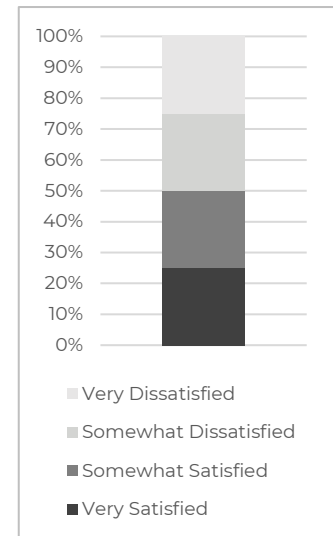
RM102 R4
Recommendation: Extremely likely %
28.6%

How likely would you be to recommend the service to friends and family if they needed similar care or treatment?

Figure 24: Carer Satisfaction (n=27)



RM102 R4
Carer Satisfaction: Very Satisfied %
30%



Overall, how satisfied are you with the support you have received from this hospital to help you in your role as a carer?

Carer Comments

Carers were able to make comments on the questionnaire. The table below shows a summary overview of comments by theme sorted by positive/ negative. (Sites were returned all their comments with identifying details removed in January).

Your hospital received a total of **44** carer comments.

Table 6: Carer Comments by Category*

*In Hospital Adverse Events can only have negative comments

Staff Training	National R5 (N)	RM102 R5 (N)
Positive	2	0
Negative	39	1
Treatment of Patients	National R5 (N)	RM102 R5 (N)
Positive	198	4
Negative	154	12
In-hospital Adverse Incidents	National R5 (N)	RM102 R5 (N)
Negative	11	2
Communication	National R5 (N)	RM102 R5 (N)
Positive	57	0
Negative	233	8

Perceptions of Staff	National R5 (N)	RM102 R5 (N)
Positive	307	8
Negative	51	1
Staffing Levels	National R5 (N)	RM102 R5 (N)
Positive	1	0
Negative	103	6
Discharge/Care Transfer	National R5 (N)	RM102 R5 (N)
Positive	9	0
Negative	68	0
Environment	National R5 (N)	RM102 R5 (N)
Positive	8	0
Negative	26	2
Support for Carers	National R5 (N)	RM102 R5 (N)
Positive	30	0
Negative	16	0
Overall/Other	National R5 (N)	RM102 R5 (N)

Positive	111	0
Negative	30	0

Appendices

Appendix I: Casenote Audit

Information about the patient

NB: Sampling method differed between R4 and R5, including sample size. Information from both datasets is shown and comparison should be made with caution.

† Excludes NA responses

Information about the patient

Age	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
Min-65	2% (304/14888)	*% (*)	*% (*)
66-80	27.3% (4060/14888)	13.3% (11)	18% (9)
81-100	70.4% (10480/14888)	83.1% (69)	78% (39)
101-108	0.3% (44/14888)	*% (*)	0% (0)
Unknown	0% (0/14888)	0% (0)	0% (0)
Minimum	30	59	62
Maximum	106	102	98
Mean	84	86.5	85.4

Sex	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
Female	54.9% (8172/14888)	48.2% (40)	New to R5
Male	42.9% (6383/14888)	51.8% (43)	New to R5
Unknown/Not documented	2.2% (333/14888)	0% (0)	New to R5
Gender	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
Female	51.6% (7675/14888)	47% (39)	58% (29)
Male	40.3% (6003/14888)	53% (44)	42% (21)
Non-binary/Other	0% (0/14888)	0% (0)	New to R5
Unknown/Not documented	8.1% (1210/14888)	0% (0)	New to R5
Ethnicity	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
White	83.9% (12485/14888)	95.2% (79)	100% (50)
Asian/Asian British	2.5% (379/14888)	0% (0)	0% (0)
Black/ Black British	2.1% (311/14888)	0% (0)	0% (0)

Mixed	0.7% (100/14888)	*% (*)	0% (0)
Other	1.1% (162/14888)	0% (0)	0% (0)
Unknown/Not documented	9.7% (1451/14888)	0% (0)	0% (0)
First Language	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
English	75.0% (11161/14888)	100% (83)	100% (50)
Welsh	0.5% (71/14888)	0% (0)	0% (0)
Other European Language	0.7% (106/14888)	0% (0)	0% (0)
Any Asian Language	1.4% (208/14888)	0% (0)	0% (0)
Other	0.5% (67/14888)	0% (0)	0% (0)
Unknown/Not Documented	22% (3275/14888)	0% (0)	0% (0)
Primary diagnosis/cause of admission	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
Cancer	0.3% (42/14888)	0% (0)	*% (*)
Cardiac/vascular/ chest pain	4.4% (653/14888)	*% (*)	*% (*)

Dehydration/ nutrition	1.4% (215/14888)	*% (*)	0% (0)
Delirium/ confusion/ cognitive impairment	10.8% (1614/14888)	24.1% (20)	*% (*)
Dementia	1% (144/14888)	0% (0)	0% (0)
Endocrine/ metabolic condition	1% (144/14888)	0% (0)	*% (*)
Fall	23.2% (755/14888)	31.3% (26)	18% (9)
Gastrointestinal	5.1% (755/14888)	*% (*)	*% (*)
Haematology related	0.6% (90/14888)	0% (0)	0% (0)
Hepatology/liver related	0.2% (31/14888)	0% (0)	0% (0)
Hip fracture/ dislocation	3.5% (514/14888)	*% (*)	*% (*)
Other Fracture/ dislocation	1.2% (186/14888)	0% (0)	*% (*)
Impaired consciousness/ reduced responsiveness/ drowsiness or dizziness	2.4% (359/14888)	*% (*)	0% (0)
Neurological problem/seizure/ head injury/ headache	2.8% (415/14888)	*% (*)	*% (*)
Psychiatric/ psychological/ behavioural problems	0.5% (76/14888)	*% (*)	0% (0)

Respiratory	12.9% (1927/14888)	8.4% (7)	22% (11)
Sepsis	4.2% (632/14888)	8.4% (7)	*% (*)
Skin problems/ lacerations/lesions	1% (148/14888)	0% (0)	*% (*)
Stroke or related	2.4% (354/14888)	*% (*)	*% (*)
Surgical/non-surgical procedure	1% (152/14888)	0% (0)	*% (*)
Urinary/ urogenital/renal	5.7% (843/14888)	*% (*)	*% (*)
Unable to cope/ frailty	1.9% (278/14888)	0% (0)	0% (0)
Other – please specify	11.5% (1717/14888)	*% (*)	0% (0)
Unknown/Not documented	1% (152/14888)	0% (0)	0% (0)
Elective or emergency admission	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
Elective	0.9% (140/14888)	0% (0)	New to R5
Emergency	99.1% (14748/14888)	100% (83)	New to R5
Was delirium noted as part of the admitting condition?	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)

No	66.3% (9868/14888)	41% (34)	New to R5
Yes	33.7% (5020/14888)	59% (49)	New to R5
Dementia status	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
Known dementia	74.6% (11100/14888)	55.4% (46)	New to R5
Probably dementia/ Concerns about cognition	25.4% (3788/14888)	44.6% (37)	New to R5
What is the subtype of dementia?	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
Alzheimer's Disease (F00, G30)	33.2% (3683/11100)	26.1% (12)	New to R5
Dementia in Alzheimer's disease, atypical or mixed type (F00.2)	8.6% (956/11100)	*% (*)	New to R5
Vascular Dementia (F01)	18.9% (2099/11100)	*% (*)	New to R5
Dementia with Lewy bodies (G31.9)	2.5% (282/11100)	*% (*)	New to R5
Fronto-temporal Dementia (G31.8)	0.7% (79/11100)	0% (0)	New to R5
Dementia in Parkinson's disease (F02.3)	2.2% (248/11100)	*% (*)	New to R5
Delirium due to known psychological condition, including delirium superimposed on dementia	0.5% (51/11100)	0% (0)	New to R5

Unspecified dementia (F03)	16.1 (1792/11100)	34.8% (16)	New to R5
Dementia subtype Unknown/not documented	17.2% (1910/11100)	*% (*)	New to R5
Place of care before admission	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
Own home	67.5% (10045/14887)	67.5% (56)	58% (29)
Respite care	0.4% (60/14887)	0% (0)	0% (0)
Rehabilitation ward	0.2% (32/14887)	*% (*)	0% (0)
Psychiatric ward	0.3% (43/14887)	0% (0)	*% (*)
Carer's home	1.9% (290/14887)	*% (*)	0% (0)
Intermediate/ community rehabilitation care	0.4% (55/14887)	0% (0)	0% (0)
Residential care	15.7% (2334/14887)	15.7% (13)	22% (11)
Nursing home	13% (1940/14887)	10.8% (9)	16% (8)
Palliative care	0% (2/14887)	0% (0)	0% (0)

Transfer to another hospital	0.3% (45/14887)	0% (0)	*% (*)
Long stay care	0.3% (41/14887)	*% (*)	0% (0)
Ward	National R5 % (N/D)	RM102 R5 % (N)	RM102 R4 % (N)
Care of the elderly	30.2% (4490/14888)	67.5% (56)	74% (37)
Oncology	0.1% (20/14888)	0% (0)	0% (0)
Cardiac	1.8% (267/14888)	0% (0)	*% (*)
Orthopaedics	6% (891/14888)	*% (*)	0% (0)
Critical care	0.3% (43/14888)	0% (0)	0% (0)
Stroke	2.8% (417/14888)	*% (*)	*% (*)
General medical	27.3% (4066/14888)	16.9% (14)	*% (*)
Surgical	5.4% (804/14888)	*% (*)	0% (0)
Nephrology	0.5% (69/14888)	*% (*)	0% (0)
Other medical	13.1% (1946/14888)	*% (*)	*% (*)
Obstetrics/ gynaecology	0.2% (37/14888)	0% (0)	0% (0)

Other	12.3% (1836/14888)	*% (*)	*% (*)
Unknown/Not documented	0% (2/14888)	0% (0)	New to R5

Delirium Screening and Assessment

Delirium Screening Assessments	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Single Question in Delirium (SQiD)	32.4% (3449/10642)	4% (3/75)	8% (4/50)
History taken from someone who knows the patient well in which they were asked about any recent changes in cognition/ behaviour	70.8% (7539/10642)	57.3% (43/75)	54% (27/50)
4AT	35% (3730 /10642)	4% (3/75)	8% (4/50)
CAM	5.3% (563/10642)	0% (0/75)	0% (0/31)
OSLA	0.4% (47/10642)	1.3% (1/75)	New to R5
Other	13.6% (1446/10642)	16% (12/75)	4% (2/50)
Any Initial Delirium Screen	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, within 24 hours	80.9% (8605/10642)	84% (63/75)	New to R5
Yes, more than 24 hours	6.2% (664/10642)	0% (0/75)	New to R5
No	12.9% (1373/10642)	16% (12/75)	New to R5
Any Initial Delirium Screen	87.1% (9269/10642)	84% (63/75)	62% (31/50)

Days from admission to delirium screen	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
0-1 days	90.9% (8201/9020)	90.7% (49/54)	New to R5
2-3 days	5.5% (496/9020)	5.6% (3/54)	New to R5
4-6 days	1.8% (164/9020)	3.7% (2/54)	New to R5
7-13 days	0.9% (80/9020)	0% (0/54)	New to R5
14-20 days	0.3% (30/9020)	0% (0/54)	New to R5
21-27 days	0.2% (17/9020)	0% (0/54)	New to R5
28-34 days	0.2% (17/9020)	0% (0/54)	New to R5
35-69 days	0.2% (14/9020)	0% (0/54)	New to R5
70-140 days	0% (1/9020)	0% (0/54)	New to R5
Delirium assessment	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, delirium may be present	48.1% (4342/9032)	70.4% (38/54)	58.1% (18/31)
No evidence of delirium	51.8% (4677/9032)	29.6% (16/54)	41.9% (13/31)

Delirium Confirmed	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, the patient was diagnosed with delirium	71.5% (3106/4342)	71.1% (27/38)	100% (4/4)
No, it was confirmed the patient did not have delirium	15.2% (661/4342)	28.9% (11/38)	New to R5
No further investigation took place	13.2% (575/4342)	0% (0/38)	New to R5
Delirium Management Plan	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes	92.5% (2872/3106)	100% (27/27)	New to R5
No	7.5% (234/3106)	0% (0/27)	New to R5
Delirium Care Plan	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes	50% (1552/3106)	44.4% (12/27)	New to R5
No	50% (1554/3106)	55.6% (15/27)	New to R5

Pain Assessment

Pain Assessment	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, within 24 hours	85.1% (8936/10505)	90.7% (68/75)	New to R5
Yes, more than 24 hours	6.5% (687/10505)	4% (3/75)	New to R5
No	8.4% (882/10505)	5.3% (4/75)	New to R5
Yes	91.6% (9623/10505)	94.7% (71/75)	100% (50/50)
Days from admission to pain assessment	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
0-1 days	94.2% (9069/9623)	95.8% (68/71)	New to R5
2-3 days	3.7% (357/9623)	1.4% (1/71)	New to R5
4-6 days	1% (93/9623)	0% (0/71)	New to R5
7-13 days	0.5% (49/9623)	1.4% (1/71)	New to R5
14-20 days	0.2% (17/9623)	1.4% (1/71)	New to R5
21-27 days	0.1% (9/9623)	0% (0/71)	New to R5

28-34 days	0.1% (12/9623)	0% (0/71)	New to R5
35-69 days	0.1% (14/9623)	0% (0/71)	New to R5
70-140 days	0% (3/9623)	0% (0/71)	New to R5
Pain Assessment Tools Used	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
The Abbey Pain scale	10.3% (991/9623)	1.4% (1/71)	New to R5
Pain assessment in advanced dementia (PAINAID)	1.3% (125/9623)	0% (0/71)	New to R5
Checklist of nonverbal pain indicators (CNPI) observation score	1% (98/9623)	1.4% (1/71)	New to R5
Question only	65.9% (6338/9623)	97.2% (69/71)	New to R5
None	0% (3/9623)	0% (0/71)	New to R5
Other	26.6% (2561/9623)	1.4% (1/71)	New to R5
Patients who had questioning as their only pain assessment	61.1% (5580/9623)	95.8% (68/71)	New to R5
Pain Reassessment	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, within 24 hours	83.1% (7995/9623)	77.5% (55/71)	New to R5

Yes, more than 24 hours	9.3% (895/9623)	21.1% (15/71)	New to R5
No	7.6% (733/9623)	1.4% (1/71)	New to R5
Yes	92.4% (8890/9623)	98.6% (70/71)	New to R5
Days from first pain assessment to pain reassessment	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
0-1 days	93% (8267/8890)	90% (63/70)	New to R5
2-3 days	4.9% (436/8890)	7.1% (5/70)	New to R5
4-6 days	1.3% (117/8890)	2.9% (2/70)	New to R5
7-13 days	0.5% (46/8890)	0% (0/70)	New to R5
14-20 days	0.1% (9/8890)	0% (0/70)	New to R5
21-27 days	0.1% (5/8890)	0% (0/70)	New to R5
28-34 days	0.1% (8/8890)	0% (0/70)	New to R5
35-69 days	0% (0/8890)	0% (0/70)	New to R5
70-140 days	0% (1/8890)	0% (0/70)	New to R5

Pain Reassessment Tools Used	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
The Abbey Pain scale	11.1% (987/8890)	1.4% (1/70)	New to R5
Pain assessment in advanced dementia (PAINAID)	1% (91/8890)	0% (0/70)	New to R5
Checklist of nonverbal pain indicators (CNPI) observation score	0.8% (68/8890)	1.4% (1/70)	New to R5
Question only	64.1% (5697/8890)	95.7% (67/70)	New to R5
None	0% (0/8890)	0% (0/70)	New to R5
Other	28.2% (2505/8890)	1.4% (1/70)	New to R5
Patients who had questioning as their only repeat pain assessment	59.5% (5288/8890)	95.7% (67/70)	New to R5

Discharge Planning

Were the required actions to prepare for discharge identified?	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, within 24 hours of admission	38.7% (4118/10642)	25.3% (19/75)	93.8% (15/16)
Yes, more than 24 hours after admission	46.8% (4981/10642)	60% (45/75)	New to R5
No	14.5% (1541/10642)	14.7% (11/75)	New to R5
Yes (combined)	85.5% (9099/10642)	85.3% (64/75)	New to R5
Expected date of discharge been recorded	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, within 24 hours of admission	31.9% (3391/10642)	13.3% (10/75)	New to R5
Yes, more than 24 hours after admission	32.2% (3427/10642)	40% (30/75)	New to R5
No	35.9% (3822/10642)	46.7% (35/75)	New to R5
Yes (combined)	64.1% (6818/10642)	53.3% (40/75)	New to R5
Days from admission to discharge plan	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
0-1 days	48.6% (4423/9097)	34.4% (22/64)	New to R5

2-3 days	22.1% (2007/9097)	21.9% (14/64)	New to R5
4-6 days	14.1% (1286/9097)	14.1% (9/64)	New to R5
7-13 days	9.8% (893/9097)	25% (16/64)	New to R5
14-20 days	2.9% (264/9097)	3.1% (2/64)	New to R5
21-27 days	1.2% (106/9097)	0% (0/64)	New to R5
28-34 days	0.7% (65/9097)	1.6% (1/64)	New to R5
35-69 days	0.5% (50/9097)	0% (0/64)	New to R5
70-140 days	0% (3/9097)	0% (0/64)	New to R5
Was a named member of staff (nurse/consultant/discharge coordinator) or named team responsible clearly identified to coordinate discharge?	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, within 24 hours of admission	39% (4152/10642)	12% (9/75)	New to R5
Yes, more than 24 hours after admission	33.2% (3538/10642)	69.3% (52/75)	New to R5
No	27.7% (2949/10642)	18.7% (14/75)	New to R5
Yes (combined)	72.2% (7690/10642)	81.3% (61/75)	100% (37/37)

If the discharge planning was not initiated within 24 hours of admission, please select the recorded reason why?	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Patient acutely unwell	46.9% (3067/6540)	42.9% (24/56)	61.9% (13/21)
Patient awaiting assessment	15.8 (1035/6540)	16.1% (9/56)	0% (0/21)
Patient awaiting history/results	4.9% (320/6540)	10.7% (6/56)	9.5% (2/21)
Patient awaiting surgery	5.4% (355/6540)	5.4% (3/56)	14.3% (3/21)
Patient presenting confusion	3.9% (256/6540)	10.7% (6/56)	14.3% (3/21)
Patient on end of life plan	4.4% (288/6540)	8.9% (5/56)	0% (0/21)
Patient transferred to another hospital	0.7% (43/6540)	1.8% (1/56)	0% (0/21)
Patient unresponsive	0.3% (20/6540)	1.8% (1/56)	0% (0/21)
Patient being discharged to nursing/residential care	2.1% (139/6540)	0% (0/56)	0% (0/21)
Other (please specify)	3.4% (224/6540)	0% (0/56)	0% (0/21)
No reason recorded	9.4% (612/6540)	0% (0/56)	New to R5
Unknown/Not documented	2.8% (181/6540)	1.8% (1/56)	New to R5

Discharge Information

Has the patient been discharged?	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes	86.4% (9164/10601)	80% (60/75)	New to R5
No, the patient died	11.5% (1224/10601)	20% (15/75)	New to R5
No, still an inpatient	2% (213/10601)	0% (0/75)	New to R5
Length of stay in days	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Minimum	0	3	New to R5
Maximum	153	112	New to R5
Median	10	13	New to R5
Length of stay in weeks	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
0-6 days	34.7% (3589/10347)	22.7% (17/75)	New to R5
7-13 days	25.4% (2631/10347)	28% (21/75)	New to R5
14-20 days	13.8% (1426/10347)	10.7% (8/75)	New to R5

21-27 days	8.7% (898/10347)	6.7% (5/75)	New to R5
28-34 days	5.8% (595/10347)	8% (6/75)	New to R5
35-69 days	9.7% (999/10347)	17.3% (13/75)	New to R5
70-162 days	2% (209/10347)	6.7% (5/75)	New to R5
Place in which the person was living or receiving care after discharge	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Own home	50.7% (4650/9164)	43.3% (26/60)	New to R5
Respite care	0.6% (55/9126)	0% (0/60)	New to R5
Rehabilitation ward	2.1% (192/9164)	1.7% (1/60)	New to R5
Psychiatric ward	0.5% (47/9164)	0% (0/60)	New to R5
Carer's home	1.7% (152/9164)	0% (0/60)	New to R5
Intermediate/Community rehabilitation care	3.3% (305/9126)	8.3% (5/60)	New to R5
Residential care	17.6% (1610/9164)	30% (18/60)	New to R5
Nursing home	20.9% (1914/9164)	16.7% (10/60)	New to R5

Palliative care	0.7% (68/9164)	0% (0/60)	New to R5
Transfer to another hospital	1.3% (120/9164)	0% (0/60)	New to R5
Long stay care	0.1% (13/9164)	0% (0/60)	New to R5
Unknown/Not documented	0.4% (38/9164)	0% (0/60)	New to R5
Change in place of care from admission to discharge	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Own home/short term to long term care	12.9% (1156/8981)	15% (9/60)	New to R5
Long term to own home/short term care	3.4% (309/8981)	3.3% (2/60)	New to R5
No change	83.7% (7516/8981)	81.7% (49/60)	New to R5
At the point of discharge was the patient based on the right ward for the responsible consultant specialty?	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes	92% (9558/10388)	86.7% (65/75)	New to R5
No	7.6% (788/10388)	13.3% (10/75)	New to R5
Unknown/Not documented	0.4% (42/10388)	0% (0/75)	New to R5

(If still an inpatient) is the patient based on the right ward for the responsible consultant specialty?	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes	96.7% (206/213)	-	New to R5
No	2.8% (6/213)	-	New to R5
Unknown/Not documented	0.5% (1/213)	-	New to R5
Overall percentage of outliers	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Patient not on right ward	7.5% (794/10558)	13.3% (10/75)	New to R5
(If the patient died) Was the patient receiving end of life care/on an end of life care plan?	National R5 % (N/D)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes	80.6% (987/1224)	80% (12/15)	New to R5
No	19% (233/1224)	20% (3/15)	New to R5
Unknown/Not documented	0.3% (4/1224)	0% (0/15)	New to R5

Appendix II: Annual Dementia Statement

NB: The tool and questions differed between R4 and R5. Information from both datasets is shown and comparison should be made with caution.

Admissions

Admissions	National R5	RM102 R5	RM102 R4
Number of overall admissions to the hospital in the past year	60,432 (Median)	193200	New to R5
Number of dementia admissions to the hospital within the past year	1,871 (Median)	2364	New to R5
Percentage of people with dementia admitted to the hospital	3% (Median)	1.2%	New to R5
Do dementia leads in the hospital think most people with dementia are identified during admission	National R5 % (N/D)	RM102 R5	RM102 R4
Yes	62.5% (105/168)	-	New to R5
No	33.9% (57/168)	No	New to R5
Not Known/ Undocumented	3.6% (6/168)	-	New to R5
Can you estimate a proportion of people with dementia who may not be identified during admission?	National R5 % (N/D)	RM102 R5	RM102 R4
Less than 5%	28.6% (48/168)	-	New to R5
Up to 10%	10.1% (17/168)	-	New to R5

Up to 15%	8.3% (14/168)	-	New to R5
Up to 20%	6.5% (11/168)	-	New to R5
Up to 25%	8.3% (14/168)	Up to 25%	New to R5
An unknown number	38.1% (64/168)	-	New to R5

Feedback about the care provided to people with dementia

Do you collect feedback on a regular basis from people with dementia admitted to the hospital?	National R5 % (N/D)	RM102 R5	RM102 R4
Yes	35.7% (60/168)	-	New to R5
No	58.9% (99/168)	-	New to R5
Not Known/ Undocumented	5.4% (9/168)	Not known/ Undocumented	New to R5
Based on the past six months, what is the average number of people with dementia per month providing feedback? *If 'Yes' to 4.3	National R5 % (N/D)	RM102 R5	RM102 R4
1	16.7% (10/60)	-	New to R5
2	10% (6/60)	-	New to R5
3	11.7% (7/60)	-	New to R5
4	10% (6/60)	-	New to R5
5	20% (12/60)	-	New to R5
6	0% (0/60)	-	New to R5
7	1.7% (1/60)	-	New to R5

8	6.7% (4/60)	-	New to R5
9	0% (0/60)	-	New to R5
10	6.7% (4/60)	-	New to R5
More than 10	16.7% (10/60)	-	New to R5

Governance

Personal information document or Scheme	National R5 % (N/D)	RM102 R5	RM102 R4
All about Me	8.3% (14/168)	-	New to R5
Butterfly Scheme	6% (10/168)	-	New to R5
Forget me not	7.7% (13/168)	-	New to R5
Getting to know me	4.8% (8/168)	-	New to R5
Hospital passport	1.8% (3/168)	-	New to R5
More than one	10.7% (18/168)	-	New to R5
This is Me	42.9% (72/168)	This is Me	New to R5
Other	14.9% (25/168)	-	New to R5
None	3% (5/168)	-	New to R5
Bedside Check and Personal information document or Scheme	National R5	RM102 R5	RM102 R4
Number of people with dementia who had a bedside check	10 (Median)	10	8
Number of people with dementia who had an up to date document with their personal information at their bedside	5 (Median)	6	8

Percentage of people with an up-to-date document with their personal information at their bedside	46.2% (Mean)	60%	100%
Does your DATIX or other monitoring system identify the proportion of people with dementia who have been affected within the totals over the past year for: In hospital falls	National R5 % (N/D)	RM102 R5	RM102 R4
Yes	63.7% (107/168)	Yes	Yes
No	31.5% (53/168)	-	-
Not known/ Undocumented	4.8% (8/168)	-	New to R5
Is this information presented to the Board/ responsible sub committee/ oversight committee for review with an improvement plan every: *If 'Yes' to 5.4	National R5 % (N/D)	RM102 R5	RM102 R4
Quarter	59.8% (64/107)	Quarter	New to R5
Six Months	7.5% (8/107)	-	New to R5
Year	2.8% (3/107)	-	New to R5
Not specified	12.1% (13/107)	-	New to R5
No	15.9% (17/107)	-	New to R5
Not known/ Undocumented	1.9% (2/107)	-	New to R5

Does your CAMIS or other monitoring system identify the proportion of people with dementia who have been affected within the totals over the past year for: readmissions within 30 days	National R5 % (N/D)	RM102 R5	RM102 R4
Yes	46.4% (78/168)	Yes	Yes
No	49.4% (83/168)	-	-
Not known/ Undocumented	4.2% (7/168)	-	New to R5
Is this information presented to the Board/ responsible sub committee/ oversight committee for review with an improvement plan every: *If 'Yes' to 5.5	National R5 % (N/D)	RM102 R5	RM102 R4
Quarter	43.6% (34/78)	-	New to R5
Six Months	9% (7/78)	-	New to R5
Year	5.1% (4/78)	-	New to R5
Not specified	20.5% (16/78)	Not specified	New to R5
No	19.2% (15/78)	-	New to R5
Not known/ Undocumented	2.6% (2/78)	-	New to R5

Does your CAMIS or other monitoring system identify the proportion of people with dementia who have been affected within the totals over the past year for: Delayed discharges or transfers of care	National R5 % (N/D)	RM102 R5	RM102 R4
Yes	36.9% (62/168)	Yes	Yes
No	58.9% (99/168)	-	-
Not known/ Undocumented	4.2% (7/168)	-	New to R5
Is this information presented to the Board/ responsible sub committee/ oversight committee for review with an improvement plan every: *If 'Yes' to 5.5	National R5 % (N/D)	RM102 R5	RM102 R4
Quarter	41.9% (26/62)	-	New to R5
Six Months	6.5% (4/62)	-	New to R5
Year	1.6% (1/62)	-	New to R5
Not specified	30.6% (19/62)	Not specified	New to R5
No	16.1% (10/62)	-	New to R5
Not known/ Undocumented	3.2% (2/62)	-	New to R5

Does your DATIX or other monitoring system identify the proportion of people with dementia who have been affected within the totals over the past year for: Newly developed in hospital pressure ulcers	National R5 % (N/D)	RM102 R5	RM102 R4
Yes	49.4% (83/168)	Yes	New to R5
No	46.4% (78/168)	-	New to R5
Not known/ Undocumented	4.2% (7/168)	-	New to R5
Is this information presented to the Board/ responsible sub committee/ oversight committee for review with an improvement plan every:*If 'Yes' to 5.7	National R5 % (N/D)	RM102 R5	RM102 R4
Quarter	57.8% (48/83)	-	New to R5
Six Months	6% (5/83)	-	New to R5
Year	1.2% (1/83)	-	New to R5
Not specified	20.5% (17/83)	Not specified	New to R5
No	12% (10/83)	-	New to R5
Not known/ Undocumented	2.4% (2/83)	-	New to R5
Does your DATIX or other monitoring system identify the proportion of people with dementia who have been affected within the totals over the past year for: incidents flagged as involving violence or aggression	National R5 % (N/D)	RM102 R5	RM102 R4

Yes	58.3% (98/168)	Yes	New to R5
No	37.5% (63/168)	-	New to R5
Not known/ Undocumented	4.2% (7/168)	-	New to R5
Is this information presented to the Board/ responsible sub committee/ oversight committee for review with an improvement plan every: *If 'Yes' to 5.8	National R5 % (N/D)	RM102 R5	RM102 R4
Quarter	53.1% (52/98)	-	New to R5
Six Months	10.2% (10/98)	-	New to R5
Year	3.1% (3/98)	-	New to R5
Not specified	20.4% (20/98)	Not specified	New to R5
No	11.2% (11/98)	-	New to R5
Not known/ Undocumented	2% (2/98)	-	New to R5
Do you have a dementia strategy group/working party?	National R5 % (N/D)	RM102 R5	RM102 R4
Yes	82.1% (138/168)	Yes	Yes

No	13.7% (23/168)	-	-
Not known/ Undocumented	4.2% (7/168)	-	New to R5
How often do they meet? *If 'Yes' to 5.9	National R5 % (N/D)	RM102 R5	RM102 R4
Once a quarter or more	88.4% (122/138)	Once a Quarter or more	New to R5
Every 3-6 months	8% (11/138)	-	New to R5
Every 6-12 months	2.9% (4/138)	-	New to R5
Every 18-24 months	0.7% (1/138)	-	New to R5
Not known/ Undocumented	0% (0/138)	-	New to R5
Please indicate who is involved *If 'Yes' to 5.9	National R5 % (N/D)	RM102 R5	RM102 R4
Trust dementia leads	100% (138/138)	Yes	Yes
Patient/ public representatives	44.9% (62/138)	Yes	New to R5
Local Healthwatch	20.3% (28/138)	No	New to R5
People with dementia and carers	35.5% (49/138)	Yes	Yes

Local campaigning groups/ charities	51.4% (71/138)	Yes	Yes
Distribution of Dementia strategy group involvement	National R5 % (N/D)	RM102 R5	RM102 R4
No Dementia strategy group	13.7% (23/168)	-	New to R5
At least 1 group in strategy group	75.6% (127/168)	At least 1 group in the strategy group	New to R5
All groups involved	6.5% (11/168)	-	New to R5
Not known/ Undocumented	4.2% (7/168)	-	New to R5
Is the hospital signed up to: John's Campaign	National R5 % (N/D)	RM102 R5	RM102 R4
Yes	87.5% (147/168)	Yes	New to R5
No	8.3% (14/168)	-	New to R5
Not known/ Undocumented	4.2% (7/168)	-	New to R5
Is the hospital signed up to: Dementia Friendly Hospitals Charter	National R5 % (N/D)	RM102 R5	RM102 R4
Yes	85.1% (143/168)	Yes	New to R5
No	11.3% (19/168)	-	New to R5
Not known/ Undocumented	3.6% (6/168)	-	New to R5

Staff expertise and training

Staff Training	National R5	RM102 R5 %	RM102 R4 %
Number of lead nurses for dementia employed by your Trust (WTE)	1 (Median)	1	New to R5
Number of consultant physicians who are specialists for dementia employed by your Trust (WTE)	1 (Median)	2	New to R5
Number of Allied Healthcare Professionals who are specialists in dementia working in your Trust	0 (Median)	1	New to R5
Tier 1 dementia trained staff	National R5 %	RM102 R5 %	RM102 R4 %
Percentage of all staff employed by your hospital/Trust who have received Tier 1 dementia training	86.4% (Median)	79.2%	New to R5
What level is this reported at?	National R5 % (N/D)	RM102 R5 %	RM102 R4 %
Hospital	14.8% (20/135)	Hospital	New to R5
Trust	85.2% (115/135)	-	New to R5
Staff Training	National R5 % (N/D)	RM102 R5 %	RM102 R4 %
Percentage of staff working on your adult wards OR across your Trust who have received Tier 2 dementia training	45% (Median)	0%	New to R5
What level is this reported at?	National R5 % (N/D)	RM102 R5 %	RM102 R4 %

Hospital	14.4% (14/97)	Hospital	New to R5
Trust	85.6% (83/97)	-	New to R5
Do you require contracts with external providers (for services such as catering and security) where staff come into contact with people with dementia to provide their staff with dementia awareness training?	National R5 % (N/D)	RM102 R5 %	New to R5
Yes	40.5% (68/168)	Yes	New to R5
No	54.8% (92/168)	-	New to R5
Not known/ Undocumented	4.8% (8/168)	-	New to R5
Who is this for? *If 'Yes' to 6.6	National R5 % (N/D)	RM102 R5 %	RM102 R4 %
All contracted services	50% (34/68)	All contracted services	New to R5
All contracted services with staff working on adult wards	13.2% (9/68)	-	New to R5
Some contracted services	36.8% (25/68)	-	New to R5
Not known/ Undocumented	0% (0/68)	-	New to R5

Nutrition and Environment

Nutrition	National R5	RM102 R5	RM102 R4
Total number of adult wards	21 (Median)	28	New to R5
Total number of adult wards where finger foods are available as meal options for each meal	19 (Median)	28	New to R5
Percentage of adult wards where finger foods are available as a meal option	90% (Mean)	100%	New to R5
Total number of adult wards where people with dementia can have snack foods as a meal replacement or at any time as a supplement	20 (Median)	28	New to R5
Percentage of adult wards where people with dementia can have snack foods as a meal replacement or at any time as a supplement	95% (Mean)	100%	New to R5
Has the physical environment within the hospital been reviewed using an appropriate tool (for example, King's Fund Enhancing the Healing Environment; Patient Led Assessment of the Care Environment etc.) to establish whether it is 'dementia-friendly'?	National R5 % (N/D)	RM102 R5	RM102 R4
Taken place throughout the hospital	35.7% (60/168)	Taken place throughout the hospital	Taken place across hospital
Taken place on all adult wards and public areas	8.9% (15/168)	-	-
Taken place on all adult wards	6% (10/168)	-	New to R5
Taken place on all care of the elderly wards	11.9% (20/168)	-	-

Taken place on some wards	26.8% (45/168)	-	New to R5
Not taken place	5.4% (9/168)	-	-
Not Known/ Undocumented	5.4% (9/168)	-	New to R5
Environmental changes based on the review are:	National R5 % (N/D)	RM102 R5	RM102 R4
Completed	11.9% (20/168)	-	-
Underway	52.4% (88/168)	Underway	Underway
Planned but not yet underway	8.3% (14/168)	-	-
Planned but no funding has been identified	7.1% (12/168)	-	-
Not yet planned	13.1% (22/168)	-	New to R5
Not Known/ Undocumented	7.1% (12/168)	-	New to R5

Appendix III: Carer Questionnaire

Demographics

Which of these best describes your relationship to the person you look after?	National R5 % (Num)	RM102 R5 % (N)	RM102 R4 % (N)
Spouse or partner	36.3% (802)	25.8% (8)	36.4% (8)
Family member	52% (1151)	64.5% (20)	54.5% (12)
Friend	5.7% (125)	*% (*)	*% (*)
Professional carer (health or social care)	4.6% (102)	*% (*)	0% (0)
Other	1.4% (32)	0% (0)	0% (0)
Are you one of the main carers for the person you look after? For example, family carer or key worker.	National R5 % (Num)	RM102 R5 % (N)	RM102 R4 % (N)
Yes	79% (1564)	69.2% (18)	80% (16)
No	21% (417)	30.8% (8)	No Data
Gender	TNS	RM102 R5 % (N)	RM102 R4 % (N)
Male	31.8% (688)	26.7% (8)	*% (*)
Female	66.7% (1443)	73.3% (22)	75% (15)

Other	0.3% (7)	0% (0)	0% (0)
Prefer not to say	1.2% (25)	0% (0)	*% (*)
Age	National R5 % (Num)	RM102 R5 % (N)	RM102 R4 % (N)
18-24 years	0.4% (8)	0% (0)	0% (0)
25-34 years	1.9% (42)	0% (0)	0% (0)
35-44 years	5.3% (115)	*% (*)	*% (*)
45-54 years	15.5% (340)	*% (*)	*% (*)
55-64 years	23.9% (524)	43.3% (13)	*% (*)
65-74 years	18.9% (413)	*% (*)	*% (*)
75-84 years	23.9% (523)	20% (6)	30% (6)
85 years and older	8.7% (191)	*% (*)	0% (0)
Prefer not to say	1.5% (32)	0% (0)	*% (*)

Ethnicity	National R5 % (Num)	RM102 R5 % (N)	RM102 R4 % (N)
White/White British	85.8% (1852)	90.3% (28)	95% (19)
Black/Black British	4.3% (93)	0% (0)	0% (0)
Asian/Asian British	3.8% (82)	0% (0)	0% (0)
Mixed	2.6% (56)	*% (*)	0% (0)
Other	1.3% (27)	0% (*)	0% (0)
Prefer not to say	2.3% (49)	*% (*)	*% (*)

Carer Questionnaire Responses

1. Do you feel that hospital staff were well informed and understood the needs of the person you look after?	National R5 % (Num/Den)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, definitely	42% (901/2143)	29% (9/31)	27.3% (6/22)
Yes, to some extent	44.4% (952/2143)	41.9% (13/31)	68.2% (15/22)
No	13.5% (290/2143)	29% (9/31)	4.5% (1/22)
2. Do you feel confident that hospital staff delivered high quality care that was appropriate to the needs of the person you look after?	National R5 % (Num/Den)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, definitely	49.7% (1066/2144)	33.3% (10/30)	40.9% (9/22)
Yes, to some extent	39.2% (840/2144)	43.3% (13/30)	45.5% (10/22)
No	11.1% (238/2144)	23.3% (7/30)	13.6% (3/22)
3. Was the person you look after given enough help with personal care from hospital staff? For example, eating, drinking, washing and using the toilet.	National R5 % (Num/Den)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, definitely	48.2% (992/2058)	24.1% (7/29)	40% (8/20)
Yes, to some extent	37.6% (774/2058)	31% (9/29)	45% (9/20)
No	14.2% (292/2058)	44.8% (13/29)	15% (3/20)

4. Was the person you look after treated with respect by hospital staff?	National R5 % (Num/Den)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, definitely	70.2% (1488/2119)	56.7% (17/30)	72.7% (16/22)
Yes, to some extent	25.8% (546/2119)	40% (12/30)	27.3% (6/22)
No	4% (85/2119)	3.3% (1/30)	0% (0/22)
5. Were you (or the patient, where appropriate) kept clearly informed about their care and progress during the hospital stay? For example, about plans for treatment and discharge.	National R5 % (Num/Den)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, definitely	38.7% (827/2138)	12.9% (4/31)	13.6% (3/22)
Yes, to some extent	39.7% (848/2138)	38.7% (12/31)	59.1% (13/22)
No	21.7% (463/2138)	48.4% (15/31)	27.3% (6/22)
6. Were you (or the patient, where appropriate) involved as much as you wanted to be in decisions about their care?	National R5 % (Num/Den)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, definitely	42.2% (898/2127)	28.6% (8/28)	47.4% (9/19)
Yes, to some extent	36.8% (782/2127)	25% (7/28)	31.6% (6/19)
No	21% (447/2127)	46.4% (13/28)	21.1% (4/19)

7. Did hospital staff ask you about the needs of the person you look after to help plan their care?	National R5 % (Num/Den)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Yes, definitely	42.9% (919/2144)	24.1% (7/29)	30% (6/20)
Yes, to some extent	32.8% (704/2144)	27.6% (8/29)	45% (9/20)
No	24.3% (521/2144)	48.3% (14/29)	25% (5/20)
8. Overall, how would you rate the care received by the person you look after during the hospital stay?	National R5 % (Num/Den)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Excellent	28.6% (631/2208)	12.9% (4/31)	23.8% (5/21)
Very good	30.7% (677/2208)	16.1% (5/31)	19% (4/21)
Good	19.7% (435/2208)	32.3% (10/31)	38.1% (8/21)
Fair	14.5% (320/2208)	22.6% (7/31)	14.3% (3/21)
Poor	6.6% (145/2208)	16.1% (5/31)	4.8% (1/21)
9. How likely would you be to recommend the service to friends and family if they needed similar care or treatment?	National R5 % (Num/Den)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Extremely likely	36% (767/2129)	16.1% (5/31)	28.6% (6/21)
Likely	35.7% (759/2129)	32.3% (10/31)	42.9% (42.9/21)

Neither likely nor unlikely	15.9% (338/2129)	29% (9/31)	14.3% (3/21)
Unlikely	7.9% (169/2129)	16.1% (5/31)	14.3% (3/21)
Extremely unlikely	4.5% (96/2129)	6.5% (2/31)	0% (0/21)
10. Overall, how satisfied are you with the support you have received from this hospital to help you in your role as a carer?	National R5 % (Num/Den)	RM102 R5 % (N/D)	RM102 R4 % (N/D)
Very satisfied	42.8% (882/2063)	14.8% (4/27)	30% (6/20)
Somewhat satisfied	37.1% (765/2063)	40.7% (11/27)	55% (11/20)
Somewhat dissatisfied	11.9% (246/2063)	29.6% (8/27)	15% (3/20)
Very dissatisfied	8.2% (170/2063)	14.8% (4/27)	0% (0/20)