Our Dementia Strategy 2017-2020

- Care Relationships & Staff Skills
- Environments of care
- Partnership with Carers
- Diagnosis & Clinical Care & Treatment
- Active Days and Calm nights

Consistently excellent dementia care
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Introduction

Kingston Hospital NHS Foundation Trust is dedicated to providing excellent patient care to people of Kingston, Richmond and surrounding areas. Our aim is ‘... to be the hospital of choice for our local community, recognised for excellent and innovative emergency, surgical, acute medicine and maternity services, supporting by caring and valued staff’

To us, being the hospital of choice means:

- To ensure that care is rated as outstanding, as defined by the CQC across all core services by 2021/22.
- To have a committed, skilled and highly engaged workforce who feel valued, supported and developed and who work together to care for our patients.
- To work creatively with our partners (NHS, commercial and community/voluntary) to consolidate and develop sustainable high quality care as part of a thriving health economy for the future.
- To deliver sustainable, well managed, value for money services

Our Values: Caring; Safe; Responsible; Value each other underpin all we do.

During the past three years, dementia has become a clear focus for the trust, in response to the profile of the local population. Our award winning dementia strategy 2014-2017 enabled the trust deliver changes that have transformed the way in which we care for patients with dementia. However, there are always further improvements to be made and in recent years as public awareness of dementia has grown, there have been many advances in how to deliver excellent patient centred care, enabling patients to live well with dementia.

In order to create the next strategy we hosted a dementia conference in April 2017. This was held in a similar style as the previous one. We held two sessions with speakers from John’s campaign, the Alzheimer’s Society and the Health Innovation Network. Over 100 carers, staff and community colleagues met and reviewed what we have achieved but also discussed what areas need further improvement in order to provide excellent dementia care for all.
National Context

Dementia is the biggest health and social care problem facing our country today, and the largest health care burden globally.

Dementia costs the tax payer £26.33 billion a year, of which £4.3 billion is spent on health care.

7 out of 10 people are living with another health condition as well as dementia.

Someone develops dementia every 3 minutes.

1 in 14 people over the age of 65 will have dementia, over the age of 80, 1 in 6 will have dementia.

1 out of 20 people living with dementia are under 65

Fix dementia care campaign; Hospitals

The Alzheimer's Society published a report in January 2016 that demonstrated the inequalities in hospital care that people living with dementia experience. The report was launched at Kingston hospital as an example of good care, but it highlighted the following:-

- Almost 60% of people surveyed felt the person with dementia they know wasn’t treated with dignity or understanding in hospital
- 92% of people surveyed said hospital environments are frightening for the person they know living with dementia
- 90% of people surveyed said the person with dementia they know became more confused while in hospital
- There were 6,834 incidents of people with dementia falling in hospital last year
- On average people with dementia stay in hospital twice as long as other patients over the age of 65.
Dementia Statements-April 2017 - Championing the rights of people affected by dementia

In 2010 the dementia I-statements were created and informed the Prime Minister’s Challenge on Dementia. A lot has changed since 2010 and the Dementia Action Alliance has reviewed the statements alongside people living with dementia to reflect what they want today.

Identity We have the right to be recognised as who we are, to make choices about our lives including taking risks, and to contribute to society. Our diagnosis should not define us, nor should be ashamed of it.

Care We have the right to continue with day to day and family life, without discrimination or unfair cost, to be accepted and included in our communities and not live in isolation or loneliness.

Community We have the right to an early and accurate diagnosis, and to receive evidence based appropriate, compassionate and properly funded care and treatment, from trained people who understand us and how dementia affects us. This must meet our needs, wherever we live.

Carers We have the right to be respected, and recognised as partners in care, provided with education, support, services, and training which enables us to plan and make decisions about the future.

Research We have the right to know about and decide if we want to be involved in research that looks at case, cure and care for dementia and be supported to take part.

Delivering a new deal for people with dementia

The Alzheimer’s Society has published its new strategy- ‘The New Deal on Dementia 2017-2022’ which details its plans to transform the landscape of dementia forever. The strategy calls on state and society to unite to establish a future for people with dementia that:

- Builds public understanding
- Offers quality and affordable care
- Supports people and their families to live the life they wish to lead and eradicates stigma and fear
Local Context: our current position

Kingston and Richmond are among the top five boroughs in the country for life expectancy, leading to an elderly, frail population who have frequent contact with their local health service. There are over 1600 people living with dementia in the borough of Kingston and this is predicted to rise to over 1800 by 2020.

Since the launch of our initial dementia strategy in 2014, we have made significant progress in the care of patients with dementia, including:-

- Dedicated activities room with a programme of therapeutic activities
- Full time permanent therapeutic activities coordinator to lead activities
- Activities include pat dog, hairdressing, bingo, exercise class
- Complete Refurbishment of elderly care ward to become dementia friendly
- Signed up to John’s campaign
- Dementia awareness training accredited by dementia friends
- Increased training to full day on dementia management training
- Alzheimer’s Society Dementia support worker visiting wards on weekly basis
- Toilet doors painted yellow with contrasting pictorial signage throughout trust
- Analogue clocks in all ward areas with date and time
- Implementation of finger food menu and afternoon cake.
Our vision for consistently excellent dementia care at Kingston Hospital

From our initial dementia strategy in 2014 our vision was to create consistently excellent care at Kingston Hospital and from the conference in 2013, five clear strategic priorities emerged and continue to form the foundation of the strategy. We have updated ‘involving carers’ to working in ‘partnership with carers’ to reflect that we see carers as partners in delivering excellent dementia care:

- **Positive relationships of care** - ensuring we have a culture of excellent, compassionate care provided by staff who are confident in their roles to deliver this

- **Environments of care** - creating a truly dementia friendly hospital site with secure, safe, homely and comfortable social and therapeutic environments that facilitate all types of functioning

- **Partnership with Carers** - ensure a culture that always involves and engages carers as partners in care, where they are actively welcomed and invited into this role and they are supported.

- **Active days and calm nights** - enabling patients to maintain their rituals and routines despite being in hospital and supporting patients to engage in meaningful activities to encourage social engagement, maintenance of function and recovery

- **Diagnosis, clinical care and treatment** - ensuring we diagnose dementia and delirium at the right time, in the right place and provide the right support afterwards.
In the past three years we have made dementia a focus on staff and volunteer induction and delivered bespoke training to different departments to increase staff understanding of the fundamentals of dementia care. We have expanded our training on dementia management to a full study day that all newly qualified staff nurses and nursing assistants attend as part of their induction. During our conference in April 2017, attendees suggested the following ideas to further improve staff skills.

- Trust dementia awareness training has been accredited by the dementia friends initiative from the Alzheimer's Society. We would like to further roll this out so that all members of staff become dementia friends over the next three years. This will be achieved by bespoke dementia awareness sessions being delivered to all departments on a rolling programme as well as on trust induction for all new members of staff. The number of new dementia friends will be reported back to the Alzheimer's Society and the number of staff receiving dementia awareness training will be reported quarterly to Health Education England.

- We aim to increase the number of staff with further training on dementia management (tier two training). Following a recent staff survey, we have made dementia management training available to all staff as they have reported difficulty in dealing with behaviours that challenge such as agitation and aggression. We will aim to have at least half of all staff on inpatient wards to have attended the full days training.

- We will develop the role of the dementia champion and recruit a champion from each area, regardless of their job role. They will champion dementia in their department and meet quarterly with other dementia champions to learn about initiatives taking part across the hospital.

- We will increase training around how to identify and manage pain in patients with dementia by developing a pain pathway for patients who are unable to verbalise their needs.

- We will develop dementia specific training on the following topics: pain, end of life care, mental capacity act and deprivation of liberty.
We will actively seek opportunities to train together with local providers & voluntary sector organisations.

Training specifically on delirium will be developed and available to clinical staff.

Ensure any changes to skill mix continue to consider the needs of people with dementia.

In three years’ time we will have a dementia aware workforce with staff who are confident in their roles and feel skilled to deliver excellent person centred care. All staff across the trust will have an understanding of the fundamentals of dementia care and have access to specialist training for their role.
Environments of care

‘Everyone has a role to play—society must seek to create welcoming environments for people affect by dementia’

The New Deal on Dementia, Alzheimer’s society

Our ambition remains to create a truly dementia friendly hospital site across all areas. In the past three years we have opened a state of the art dementia friendly ward, Derwent ward. We have improved bathroom environments trust wide and ensured new projects incorporate dementia friendly design. We have installed analogue clocks with date and time throughout the wards. This has been made possible through the development of the dementia environment advisory group.

During our conference in April 2017, attendees looked at how we can build on this success.

- We will continue to refurbish our elderly care wards to make them dementia friendly, beginning with Blyth, then Kennet and the corridor & adjoining rooms on Level 5 of Esher wing. Dementia friendly design principles will be incorporated to transform the wards, including:
  - De-cluttering the corridors by creating more storage
  - Social spaces for patients and carers to sit away from the bedside
  - Use of colour to aid with way finding and navigation
  - Install LED lighting that can be adjusted to time of day
  - Install matt, non-shiny wood effect flooring
  - Use artwork to bring nature on to the ward and help with orientation
- A carers lounge will be built for carers to meet experts, seek advice and have a private space to talk to support advisors
- This will transform level 5 into a care of elderly floor with potential to move Keats ward to level 5 so all elderly care services are on one floor
- To make all inpatient wards more dementia friendly with artwork, de-cluttering corridors and walls and introducing social seating areas away from the bedside on each ward.
- To commence plans to refurbish orthopaedic wards to become dementia friendly
- Ensure involvement in all new capital projects, specifically the refurbishment of the emergency department in year one of this strategy to make sure dementia friendly design is incorporated.
- Continue to create dementia friendly outpatient environments in all out patients departments (including areas such as dental and audiology; and the Royal Eye Unit) and
within public areas. This includes dementia friendly bathrooms, clocks, artwork and signage.

- To improve signage across the trust that incorporates the use of colour and pictures to aid with way finding for people living with dementia.
- To improve outside spaces, to create a dementia friendly garden area that patients can enjoy with their carers.

We will have a dementia friendly elderly care floor and ensure all outpatients departments comply with this theme and that all new developments incorporate dementia friendly design.
Partnership with Carers

We have supported carers in the past three years by enabling them to be at their loved ones bedside, with access via the carers passport. Since the last strategy was developed John’s campaign was launched, which campaigns for carers rights to stay with their loved ones in hospital. We now have fold down beds and chairs that transform into beds to enable carers to stay with their loved ones overnight if they wish to do so. We have also introduced more support for carers via two charities. Kingston Carers network and The Alzheimer’s Society both have support workers who visit the hospital weekly and visit the wards talking to carers and offering support and advice. Carers are also made to feel welcome in our theatres department where they can go into the anaesthetic room with the patient and be with them when they wake up in recovery.

We would like to build on these achievements to further support carers and ensure they are fully involved in their loved ones care.

- We would like to make it explicit that we are signed up to John’s campaign and welcome carers of patients with dementia in all areas of the hospital including the wards, ED and outpatients by putting up clear carer information in each department/ward
- We will update our carer information leaflet but also look at digital forms of communicating with carers via online services, updating the website information and produce a ‘what to expect’ film so carers can have clear expectations about their loved ones stay in Kingston Hospital
- We would like to improve how we manage appointment booking for patients with dementia, involving carers where appropriate to receive letters and reminders to reduce anxiety for patients with dementia and to reduce DNAs
- We will create a carers’ lounge on the elderly care floor that will house our dementia support workers and Kingston Carers Network support workers. This will be an area where carers can meet and interact and seek advice and support.
- We will expand the support provided for carers through the Alzheimer’s Society and look at carer volunteer roles

‘We have the right to be respected, and recognized as partners in care, provided with education, support, services, and training which enables us to plan and make decisions about the future’ Dementia statement
• We will improve the facilities for carers out of hours so that they have clear access to refreshments at all times.

All staff will be aware of John’s Campaign and know how to make carers feel welcome in the hospital and work with them in partnership to provide excellent dementia care. We will have improved communication with carers through online services and improved information on our website. We will provide advice and resources to help carers be aware of all support available to them in the hospital and the community.

‘We have the right to continue with day to day and family life, without discrimination or unfair cost, to be accepted and included in our communities and not live in isolation or loneliness’ Dementia statement
Active Days &
Calm Nights

In the past three years we have secured a protected therapeutic activity space for patients to do meaningful activities away from the bedside. We have also recruited a full time permanent activities coordinator and developed a timetable of activities ranging from PAT (Pets As Therapy) dogs, to hairdressing, arts and crafts and seated exercise classes. A group of volunteers given specific training in dementia support the activities coordinator to deliver the programme and also see patients on a one to one basis focusing on reminiscence therapy. Each ward has its own activity box with tools for ward staff to use with patients and we have accrued a stock of twiddle muffs for patients to use to decrease agitation.

This strong programme of activities is running well and keeping patients occupied and stimulated away from the bedside during their stay but can be improved further in the following ways:

- We will introduce Digital Reminiscence software on to the elderly care wards and into ED to enable more personalised reminiscence therapy that can be linked with the family and their care settings
- We will expand the activity programme across all wards, including group activities and ensure there are activity resources available in ED
- We will expand the therapeutic activities team to enable the programme to reach more patients across the hospital who would benefit from therapeutic activities
- We will ensure infrastructure is in place to support patients to wear their own clothes during the day
- In line with our work on dementia friendly environments of care, these will reflect the infrastructure needed to support active days and calm nights e.g. through spaces that support therapeutic activities
- We will establish clear night time routines, including dimming lights down, changing into pyjamas and offering a milky drink before bedtime
- We will develop more outdoor activities including a gardening group
- We will train more staff and volunteers to support activities for patients with dementia
In conjunction with the Alzheimer’s society, we will recruit side by side dementia volunteers who can follow patients with dementia through their hospital stay and back into the community.

We envisage having a well-established therapeutic activity programme that all staff are aware of and that patients with dementia are able to use to maintain cognitive functioning and stimulate patients away from the bedside. We will deliver more person focused activities by incorporating the latest advances in digital reminiscence software and link with other care settings to communicate patient centred information.

Diagnosis and clinical care & treatment

We have the right to an early and accurate diagnosis, and to receive evidence based appropriate, compassionate and properly funded care and treatment, from trained people who understand us and how dementia affects us. This must meet our needs, wherever we live’ Dementia Statement
Over the past three years we have taken part in the dementia CQUIN and strived to screen over 90% of patients over the age of 75 coming into hospital for dementia. Once screened, they are assessed for dementia and if appropriate referred on to the GP, for referral on to a memory clinic. We have developed a dementia scorecard reviewing levels of falls, harm and incidences of behaviours that challenge. We continue to use the forget me not flower to identify patients with dementia on the wards. Moving forwards we wish to improve diagnosis, clinical care and treatment in the following areas:

- Develop a pathway to improve management of pain for patients with dementia
- To review the tools used to screen for dementia and review effectiveness of new tools
- To further develop the dementia scorecard, setting benchmarks for improvement and liaising with clinical teams to review how improvements will be made
- Develop a tool for outpatient staff who suspect a patient may have dementia to raise concerns to their GP
- To commence the ‘Red Bag’ initiative that improves communication between care home residents and the hospital
- To develop a tool that allows outpatients staff to receive important information from care home residents and those unable to communicate that will facilitate more effective outpatient appointments
- To increase the ability to flag patients with dementia on CRS so that clinical staff can see it clearly and make appropriate changes in communication style and admin staff can make appropriate adjustments when booking appointments. To include forget me not flowers on the inpatients wristbands so when they go for investigations it is clear to staff that they have dementia
- To explore research opportunities in the care of patients with dementia to help build an evidence base for delivering excellent dementia care
- To improve knowledge, assessment and management of patients with delirium

In three years’ time we will have an effective, up to date screening process both in inpatients and out patients, manage pain in patients more effectively and ensure that patients with dementia are more visible to staff across the hospital; so that our staff can more easily recognise and tailor care accordingly.
Measuring and continuously improving our dementia care

Through the dementia strategy delivery group we regularly receive feedback on key performance indicators including:

- Dementia report (previously dementia CQUIN). This reviews how effective the trust is at screening patients for dementia, assessing and then referring on to GPs for referral to memory clinic.
- Dementia scorecard - This reviews the number of falls, incidents and harm incidents related to patients with dementia and details as a proportion of all incidents.
• PLACE dementia assessments takes place yearly and reviews how dementia friendly the environment is both on the wards and outpatient areas. The environment of care advisory group has also adapted its own environmental assessment tool from the King’s Fund and Stirling Dementia environmental Assessment tools and these have been used to measure improvements to the environment
• Training figures- quarterly reports to HEE on Tier 1 and Tier 2 training figures
• National Audit for Dementia
• Complaints and friends and family test score

Ensuring our strategy is delivered: Governance

In order to make this strategy a reality, there needs to be clear mechanisms to oversee delivery. The executive lead for dementia is the Director of Nursing and Patient Experience, the clinical lead is a consultant in elderly care and the non-executive director for dementia is the Trust Chairman.

The Dementia strategy delivery group consists of staff, carer representatives and community partners. The group is also recruiting service users to input onto the strategy delivery. The group meets bimonthly to oversee progression of the strategy. The terms of reference and membership of this group will be reviewed to ensure the team is able to support delivery of the strategy.

The dementia strategy delivery group will be a sub-committee of the Quality Improvement Committee, who will oversee the delivery of this strategy on behalf of the Executive Management Committee and Trust Board.

In order to achieve the Environments of care aspect of the strategy, an Environment of Care advisory group is established and meets separately to the strategy group to focus on a consistent approach to dementia friendly refurbishments across the trust.

Ensuring our strategy is delivered: Resource

This strategy will require us to continue to build on the achievements of the last three years and the commitment and energy of staff, volunteers, partner organisations and patient and carer representatives to ensure delivery.

We have built strong links with our colleagues at Kingston Hospital Charity, the Alzheimer’s society, Kingston DAA, Kingston carers’ network and many other local organisations that support the goal to improve care for patients with dementia.
Strategy Review

This strategy is a living document. It will be reviewed on a regular basis to ensure it remains relevant to our aims and objectives. It will also be updated with any changes in National policy or local circumstances. It will be refreshed no later than March 2020.

Conclusion

Kingston Hospital NHS Foundation Trust has made significant improvements in the way we care for patients with dementia since the launch of the dementia strategy in 2014, but recognise we need to continue to build on these successes to strive to improve further, and keep up to date with developments both locally and nationally in dementia care to enable the local population to live well with dementia.

References

- Fix Dementia Care: Hospitals, Alzheimer’s Society  January 2016
- The New Deal ON Dementia, Alzheimer’s Society Strategy  2017-2022
- New Dementia Statements, April 2017
- Alzheimer’s Society Downloadable info graphics
## Appendix 1 – Delivery plan

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<th>Strategic Priority</th>
<th>Year One</th>
<th>Year Two</th>
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| Care Relationships and staff skills | • One third of staff will have dementia awareness training (Tier 1) and become dementia friends  
• Dementia champions will have specialist training and promote dementia awareness in their department  
• Expand number of staff trained to deliver dementia training  
• Training will incorporate carer and patient stories  
• Training on recognising and treating delirium will be implemented  
• Staff will have access to full day on dementia management, managing agitation & behaviours that challenge | • A further third of all staff will have dementia awareness training and become dementia friends  
• Dementia champion refresher training to be rolled out  
• Incorporating the dementia core skills, education and training framework, bespoke training sessions will be offered at tier 2 level  
• Bespoke training for elderly care staff will be delivered incorporating dementia management | • All current staff to have received dementia awareness training and had opportunity to become dementia friend  
• All elderly care staff to have attended dementia management study day  
• Tier three training to be offered for leadership in dementia care to matrons, senior sisters and other senior health care workers |
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| Environments of care | • Plan and design refurbishment of Blyth, & the corridor on level 5  
• Incorporate dementia friendly design into ED refurbishment plans  
• Plan design of carers hub into level 5  
• OPD to have dementia friendly artwork erected throughout departments  
• Design dementia friendly signage strategy  
• De-clutter ward environments, both of equipment and notice boards  
• Secure funding for forget me not garden space for patients and carers  
• Carers room on orthopaedics | • Commence refurbishment of corridor level 5, then Blyth to complete in autumn 2018  
• Open Carers hub on level 5  
• Make level 5 an elderly care unit moving Keats to Bronte  
• Implement new signage strategy throughout with pictorial signage and landmarks for wayfinding  
• Commence garden work ready for spring of 2018 for patient use  
• Commence design plan for Kennet ward | • Commence refurbishment of Kennet ward  
• Evaluate impact of redesign of elderly care wards  
• Commence plans to refurbish orthopaedic wards |
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| **Involving Carers** | • Ensure carers rights are clearly displayed on all wards making carers feel welcome  
• Erect posters at the entrance to each ward, consistently explaining visiting hours, John’s Campaign  
• Produce revised carers leaflet  
• Hold quarterly carer meetings to gain feedback on service  
• Re-invigorate the carers passport  
• Educate staff about importance of carers and John’s campaign  
• Expand DSW role to 2 days a week to support carers  
• Recruit more carer representatives to strategy group | • Develop carers volunteer role to support carers through the carers hub and ED, with support from Alzheimer’s society side by side volunteers scheme  
• Improve canteen facilities out of hours for carers  
• Improve carer information on trust website  
• Recruit carers to assist in training staff through story telling  
• Open carers’ lounge | • Create what to expect video for carers accessible on website and you tube  
• Evaluate carers’ lounge |
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| **Active days and Calm Nights** | - Introduce Remind me care on Derwent ward and train dementia volunteers and ward staff  
- Offer group activities on all inpatient adult wards  
- Develop business plan for increasing therapeutic activities team  
- Secure funding for garden space  
- Start night time routine plan | - Recruit more members of activity team  
- Expand Remind me care out to other elderly care wards  
- Transform garden area to become dementia friendly  
- Evaluate effectiveness of remind me care | - Implement Remind me care in ED  
- Therapeutic activities team to be working across 7 days, across inpatient wards and ED |
| **Diagnosis, Clinical Care & Treatment** | - Develop pain pathway for assessing & monitoring pain including the abbey pain scale and pall care team  
- Roll out ‘red bags’ initiative  
- Ensure forget me not flowers printed on wrist band  
- Explore research opportunities in the care of people living with dementia  
- Recruit patient representatives | - Develop tool for outpatient staff to raise concerns about suspected dementia to GP  
- Make adjustments to CRS to allow admin staff to see if someone has dementia when booking appointments  
- To improve awareness of delirium, and how to recognise it | - Review screening tool for assessing patients at risk of dementia |
Summary of now:
We have come a long way and know we do some things well, in specific areas. Our aim is to spread best practice across all areas of our organisation.

Care relationships and staff skills
- In the past three years we have made dementia a focus on staff and volunteer induction.
- Our training is now dementia-friendly accredited.
- We have delivered bespoke training to different departments to increase staff understanding of the fundamentals of dementia care.
- We have expanded our training on dementia management to a full study day that all newly qualified staff nurses and nursing assistants attend as part of their induction.

Environments of care
- We have opened a state of the art dementia-friendly ward, March 2018.
- We have signed organic improvements that challenge.
- Evaluate staff understanding of the fundamentals of dementia care and have access to specialist training for their role.

Active days and calm nights
- We have secured a protected therapeutic activity space for patients to do meaningful activities away from the bedside.
- We have held full-time permanent activities coordinator and developed a timetable of activities supported by dementia friendly volunteers.
- Each ward has its own activity tool with tools for ward staff to use with patients and we have access to a stock ofiddle books for patients to use to decrease agitation

Partnership with carers
- We have signed up to John’s Campaign and have held down beds & chairs that transform into beds to enable carers to stay with their patients.
- Kingston Carers Network & Alzheimer’s Society both support and work with the hospital weekly, visit the wards talking to carers offering support & advice.

Diagnosis, clinical care & treatment
- Over the past three years we have seen a significant increase in the demand for dementia CQUIN and shifted to screen over 90% of patients over the age of 75 coming into hospital for dementia.
- We have developed a dementia screening tool to identify people living with dementia.
- We continue to use the forget me not to identify patients with dementia on the wards.

Guiding principles (Values)

Our 2020 vision: Consistently excellent dementia care at Kingston Hospital...To March 2020

From...April 2017

Our mission: To improve the health and well-being of our community through the provision of high quality, patient-focused healthcare

Care relationships and staff skills
- In three years’ time we will have a dementia-aware workforce with staff who are confident in their role and feel skilled to deliver excellent person-centred care.
- All staff across the trust will have an understanding of the fundamentals of dementia care and have access to specialist training for their role.

Environments of care
- We will have a dementia-friendly elderly care floor and ensure all inpatients departments comply with this theme and that all new developments incorporate dementia-friendly design.

Active days and calm nights
- We envisage having a well-designed, dementia-friendly design into ED refurbishment plans.
- Ensure all members of the activity team have access to full day on dementia management, managing agitation & behaviours that challenge.

Partnership with carers
- All staff will be aware of John’s Campaign and know how to make carers feel welcome in the hospital and work with them in partnership to provide excellent dementia care.
- We will have improved communication with carers through online services and improved information on our website.
- We will support carers by providing advice and resources to help carers be aware of all support available to them in the hospital and the community.

Diagnosis and clinical treatment
- In three years’ time we will have an effective, up to date screening process both in inpatients and out patients, managed pain is taken more effectively and ensure that patients with dementia are more visible to staff across the hospital so that staff can more easily recognise and talk care accordingly.