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A Partnership Approach: Dementia Care in Hospitals

Phil Pordes

Privacy & Dignity Matron MCHFT

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Teaching Team Leader, Cheshire Hospices Education

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The way it was …

- Good care was inconsistent across wards and departments
- No identified senior clinician to lead on quality improvement
- Environment not conducive to those with cognitive impairment
- Training and education for staff was limited

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The Dementia Care Pathway Group

- The creation of a pathway
- Training and education
- Leadership
- The environment
- Patient and carer engagement

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ACHIEVEMENTS
Care Pathway / Guidelines

Recommendations 3 & 7

- Electronic dementia care pathway in the form of user-friendly guidelines and prompts
- Guidance taken from NICE, the National Dementia Strategy, lessons learned through complaints, and local and national best practice
- Pathway covers:
  - Their first 24 hours in hospital
  - Their in-patient stay
  - Discharge planning

KEY

Involve patients, carers, family and friends in the care planning process from admission

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THE PIG TOOL!

- Interactive Prognostic Indicator Guidance developed
- Based on Gold Standards Framework

It gives

- prognostic indicators for specific diseases
- clear concise advice for staff on best practice re EoL care.
- electronic download of all EoL tools and referrals to Macmillan service & hospice.
- links to guidance for spiritual, religious and bereavement support.

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THE PIG TOOL!

- The Prognostic Indicator Guidance tool has proved to be invaluable in enabling staff to improve EoL care for dying patients.
- Used by all groups of staff.
- Patients are now on the LCP for an average of 3.13 days (previously 19hrs).
- Spiritual & religious needs of patients have improved.
- Lots of interest from other acute trusts.

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Training and Education

Recommendation 5

- Dementia Awareness now mandatory
- Customer care training programme
- Study days
- Links to Cheshire East
- Links to Cheshire Hospices Education
- Double D's

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Crewe
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CW1 4QJ

Tel : 01270 255141
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27th April 2010

Dear

Thank you so much for agreeing to become a Dementia Care Link Nurse!

We will be known as "The Double D's" – Dedicated to Dementia and I hope that you will enjoy the education and training we have in store!!

Kim Madeley, Dementia Nurse Specialist has kindly offered her services and we have planned the following:-

Date	Time	Subject	Venue
Mon May 17th	14:30 – 15:30	What is Dementia?	Classroom 3, School of Nursing, Leighton Hospital
Weds May 26th	10:00 – 16:00	The Dementia Journey	CHE (TBC)
Mon June 7th	14:30 – 15:30	MMSE	Patrick Murphy Seminar Room, Leighton Hospital
Mon July 5th	14:30 – 15:30	Capacity Assessment	Board Room, Leighton Hospital
Mon July 26th	14:30 – 15:30	Communication	Patrick Murphy Seminar Room, Leighton Hospital

Please give your Ward/ Unit Manager the dates of the above training as soon as possible to ensure you are able to attend.

I am really looking forward to seeing you all.

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Partnership Learning

- MCHFT & Cheshire Hospices Education
- Successful bid
- One day study event plus half day follow up
- Dementia & palliative care link nurses
- 36 link nurses out of 53 involved (68% attendance)
- Action plans to implement learning
- 17 action plans developed covering 20 clinical areas within the trust

Action	
Implement abbey pain tool	9
Implement ‘help me to help you’ document	4
Raise awareness of intranet resources	3
Audit patient & family involvement in Care planning	1
Audit transfer of dementia patients	1
Raise awareness of spiritual needs of the person with dementia & use of music & touch	1
Identify range of pain assessment tools for OT service	1

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All action plans achieved Plus:

- Abbey pain tool 1
- Help me to help you 5
- LCP for people with dementia 1
- Intranet resources 1

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Added value:

- Peer support
- Making links
- Feeling valued in the role
- Time out/lunch/offsite
- Being invested in
- Developed further action plans
- Abbey pain tool useful for dementia & aphasic patients
- MCHFT/CHE links
- Education facilitation model supportive to Matron/Palliative care team

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Quotes from link nurses

- Really useful to hear all the groups comments
- Lots of encouragement given to us
- Able to add on other info from other action plans
- Excellent! A really good forum to share experiences with
- Really good to get the Palliative care & Double D link nurses together so ideas can bounce off each other
- More determined to provide a safer less stressful patient experience
- Important to continue with our ward objectives eg abbey pain tool & Help me to help you documents

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Thinking Ahead . . .

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Sustainability

- National Dementia Strategy
- National End of Life Strategy
- National Dementia CQUIN
- Valuing, developing & supporting the Double D & palliative care link nurses