

Trust Board (Public)	Item: Delirium & Dementia Annual Report
Date: November 2021	Enclosure: N
Purpose of the Report: To update board on the Dementia and Delirium Strategy, including the changes to the Dementia Assessment and Referral process.	
For: Information <input checked="" type="checkbox"/> Assurance <input type="checkbox"/> Discussion and input <input type="checkbox"/> Decision/approval <input type="checkbox"/>	
Sponsor (Executive Lead):	Nichola Kane Chief Nurse
Author:	Lydia Russell Dementia & Delirium Service Lead Katie Hollis Dementia & Delirium Clinical Nurse Lead
Author Contact Details:	lydiarussell@nhs.net
Risk Implications – Link to Assurance Framework or Corporate Risk Register:	
Legal / Regulatory / Reputation Implications:	
Link to Relevant CQC Domain: Safe <input checked="" type="checkbox"/> Effective <input checked="" type="checkbox"/> Caring <input checked="" type="checkbox"/> Responsive <input type="checkbox"/> Well Led <input type="checkbox"/>	
Link to Relevant Strategic Theme:	
Document Previously Considered By:	Executive Management Committee
Recommendations:	

Dementia and Delirium Strategy Update

1. Diagnosis, Clinical Care and Treatment

This year the Dementia and Delirium Team has evolved and welcomed new members to the team. Clare Greenaway has joined as the Clinical Nurse Specialist (CNS). Lydia Russell has taken on the role of Dementia and Delirium Service Lead. Katie Hollis role has been redefined to Dementia and Delirium Clinical Nurse Lead. This role has oversight for the clinical aspects of the strategy, case managing on complex patients and managing the CNS and Activities Team. The Activities Team remains co-ordinated by Maria Evora and the new in post Assistant is Elise Moore. The team have just interviewed for a second CNS role. This new CNS role means we are now able to cover the service Monday – Friday, to meet the high demands of this new and developing team.

By investing in the CNS role, the team can now focus on clinically supporting the staff and assessing patients. The CNS is continually raising standards of care for patient with dementia and delirium through their assessments and time spent at the bedside. The Clinical Nurse Lead established a new referral pathway for staff. Patient can be referred via CRS, email or by phone, averaging between 60 - 80 referrals per month.

2. Care Relationships and Staff Skills

Throughout the pandemic the Dementia and Delirium Team have committed to deliver training on the Trust inductions, Preceptorship Nurses sessions, and Junior Doctors induction, as well as bespoke session for different departments.

Ward-based face-face training has been delivered for our Care of The Elderly wards. These bespoke sessions have been very popular and had great feedback.

In 2022 we will be launching the new Dementia and Delirium education programme for non-clinical and clinical staff, Trust wide. The education program aims to empower and educate staff to build their confidence and skills.

3. Environments of Care

In 2020 Kingston Hospital won *Most Dementia Friendly Hospital Award* at the National Dementia Care Awards. This was an incredible achievement and well deserved following all the hard work of transforming the Care of the Elderly wards into Dementia Friendly Environments. They chose Kingston Hospital as the winner because of their exceptional commitment to improving the hospital experience for patients with dementia and their carers. *'In their achievements, they have demonstrated their underpinning philosophy - "the more you know about the person with dementia, the better care you can give."* ‘



This year has seen the completion of the Kennet Day Room into a lovely and welcoming Garden room. This was achieved through the incredible support of Kingston Hospital Charity.



The Service Lead continues to offer advice on Trust wide environment projects. Moving forward we are continuing with plans to transform Cambridge and Keats wards, and along side this the ENT and Audiology refurbishment project, in 2022.

4. Partnership with Carers

Carers and family members are supported by Kingston Carers Support Worker, who visits the wards twice a week. This service provides emotional support to carers of patients with dementia, as well as signposting to community support.

The Carer rooms on level 5 and 7 are available for carers to rest, away from the bedside or meet with staff to discuss progress and discharge planning. We at Kingston Hospital remain signed up to John Campaign, a national campaign supporting carers and their rights.

We have relaunched the Carers Passport to ensure that families have access to the hospital and their loved ones outside the regular visiting. This has seen such great success that the passports are now used for families who are visiting patients at end of life and those with a Learning Disability.

The Trust website and Intranet pages have been revamped to incorporate the new team's services and up to date information for health professionals and those outside the Trust.

5. Active Days and Calm Nights

The Activities Team has redesigned their activities programme, adapting how they support patients during the pandemic. The Activities Team now focus on delivering person centred activities on a 1:1 basis rather than group work. The activity room has not returned to the extremely popular services due to Infection control protocol. We know that patients benefit

from being away from the bedside and socialising with other patients in a less clinical setting. Therefore we hope to bring back the variety of activities to include hairdressing, lunch clubs, memory café and group reminiscence games.

We have seen the return of the Dementia Volunteers, who have been greatly missed. These specially trained volunteers provide support in the activities room and see patients on a 1:1 basis.

6. Linking with the Community

This year the Service Lead has focused on building relationships with key services in the community. We now have working relationships with the memory clinics in Richmond and Kingston, The Alzheimer's Society, Kingston and Richmond Carers Network, Community Dementia Specialist Teams and Mental Health Teams. The Service Lead represents Kingston Hospital at the Kingston Carers Board.

As we at Kingston Hospital join with our partners at HRCH this has been a welcomed opportunity to work closely with the Dementia Team at HRCH. We are currently building on our joint case load of patients and discussing ways to streamline the two services.

Kingston Hospital is now an active member of the Richmond Dementia Friendly Community group. This group works closely with business', other healthcare providers and charities to transform the Richmond borough into a dementia friendly community. We also remain an active and key member of the Kingston Dementia Friendly Community group.

The Service and Clinical Nurse Leads are part of the Pan-London Dementia leads network hosted by NHS England.

DAR and Delirium Trust Priority Update

NHS England Dementia Assessment and Referral (DAR) data collection and submission closed in June 2021. NHS England are planning to develop an alternative approach to improve the care of people with delirium and dementia in hospital. No timeline for the replacement of the DAR has been given. As a Trust we have made a local decision to replace the DAR data collection with the Delirium Quality Priority. The DAR data collection process has now been adapted to audit the number of delirium assessments completed to tie in with the audit part of the Delirium Priority. We can now provide a monthly report that highlights the percentage of delirium assessments completed in patients over 65 years.

The Delirium Quality Priority aims to improve the number of patients screened for delirium. The focus this year has been on training clinical staff to complete a baseline delirium assessment known as a 4AT, alongside raising the awareness of delirium and its impact on patients. The assessment is now easily accessible on CRS and is part of the Trust falls assessment. Many service improvement methods were used to embed the 4AT into practice. We have seen a rise in 4AT assessment completed from 6% in 2019 to 45% in June 2021.

Next Stages

As we look to the next year the Dementia and Delirium Team focus will be on the following:

- **Education:** Implementing a new dementia and delirium training programme for clinical and non-clinical staff in line with Health Education England.
- **Standards of Care:** Continued working on standardising our approach to care for people with dementia & delirium. This will be achieved through the CNS working closely with clinical staff and the strategic input of the Clinical Nurse Lead. As well as developing guidelines to help standardise and benchmark care.