

UHCW Supporting People with Dementia

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Role of Lead nurses

- Teaching
- Patient assessment
- Managing difficult behaviour – looking at triggers.
- Work with activity coordinator and volunteers.
- Building better relationship with liaison team.
- Link nurse group.
- Promoting the healing environment

Patient assessment

- Are they confused?
- Are they known to mental health services?
- Complete “Getting to know me” form by/with family.
- 6cit
- CAM
- Medical test results
- History
- Discharge planning.

Teaching sessions

- Dementia awareness
- Delirium
- Understanding dementia
- Mental capacity
- Safeguarding Adults at Risk
- Deprivation of Liberty Safeguards
- Volunteers sessions
- Core values

What helps

- Open visiting
- Getting to know the patient - Getting to know me chart, ABC Chart, Abbey pain scale, Risk assessment, Personal activity plan
- Activity packs
- Activity coordinators
- Forget-me-not Lounge.
- Forget-me-not champions.
- Forget-me-not volunteers
- Time for tea!

Forget-Me-Not



It is important to remember the four CORE values when caring for a patient with dementia or patients who are confused.

Communicate

Communicate clearly with the person, adopt a friendly helpful approach and maintain eye contact.

Orientation

Orientate the person, **remind** them where they are and what has lead to this moment.

Repeatedly reassure

Repeatedly reassure patients on all care interventions.

Environment

Environment, limit noise and bed moves as these can cause distress. Have clear signs on toilets and bathrooms etc.

To find out more information about these CORE values please look at the Forget-Me-Not leaflet which is available on the Trust intranet. Contact Clinical Nurse Specialists for people with dementia, Rose O'Malley or Liz Kieman on bleep 2603/ 4188, if you need advice concerning care of a patient who is confused or who has dementia.

Thanks to University of Stirling for their input into core values

University Hospitals
Coventry and Warwickshire
NHS

It is important to remember the four CORE values when caring for a patient with dementia or patients who are confused.

Communicate

It is important to use clear words and short sentences when approaching a patient, so not to startle them. Use the person's preferred name when talking to them and adopt a calm friendly approach. Avoid conflict and arguing.

It is important to use the 'Getting to Know Me' forms because by collecting personal background information it will give staff a better understanding and insight of the patient. This will ensure the patient and their relatives have a good hospital experience and can aid a patient's recovery. Remember to address them as an equal.

Orientation

Remind the person where they are and what led to this moment. Always introduce yourself on all care interventions and explain what is happening and what you are doing. A running commentary of what is taking place will ensure patients with dementia feel safe.

Repeated reassurance

Repeatedly reassure patients who have dementia or who are confused so that they stay calm.

The most common emotion people feel in strange places is fear so any kind word or deed is helpful to the person to make them feel safe and secure.

Repeat care checks to ensure the person is drinking and eating sufficiently

Environment

It is important when familiarising a person with dementia or who are confused to limit bed moves and noise as these can cause distress. Ward areas should have clear signs on toilets and bathrooms etc.

Allow relatives of patients with dementia or who are confused to visit at any time to enhance familiarity for the patient. This needs to be agreed with ward managers.

All staff need to think about these four CORE principles when caring for people with dementia or who are confused. By adopting these principles it will not only improve the quality of care but also improve efficiency. Evidence suggests that a better understanding of a patient's history ensures their needs are identified early in their care pathway. Better communication will also lead to better understanding and may prevent challenging behaviour.

Forget-Me-Not Lounge and Memory Lane

The Memory Lane and the Forget-Me-Not lounge was officially opened on 1st December 2011 by the Lord Mayor of Coventry, Kieran Mulhall as part of the Trust's Forget-Me-Not Campaign

The Memory Lane is made of 210 tiles which depict local scenes, family events, the war, the Cathedral, Coventry City Football Club and rugby by Ward 40, University Hospital

The Forget Me Not lounge on Ward 40 is beautifully decorated in lavender and pastel greens, providing a relaxing, calm environment for patients with dementia and their loved ones

The Forget-Me-Not lounge will be open every day between 8.00am-8.00pm for the exclusive use of older patients, their relatives, carers or accompanying staff members. If you find the lounge locked, please ask a member of staff for the code

The opening of Memory Lane and the Forget Me-Not lounge has been made possible by monies given by The King's Fund.

To find out more information about these facilities, please contact Patient Involvement Facilitator, Julia Flay on extension 25186



Achievements this year & Future Plans

- Forget-me-not Lounge
- Memory Lane
- Not moving patients other than for clinical reasons.
- Closer working with community, ED, REACT and discharge team, liaison services.
- Getting to know the patient, family and home

Future Plans

- Patient screening.
- More work with Care homes
- Increased work with multi agency/professional teams
- Increase education to intermediate level.
- Maximising patients independence