



National Audit of Dementia (Care in General Hospitals)

Date: February 2011

National results:

Enhanced audit checklists and questionnaires

Commissioned by:

Healthcare Quality Improvement Partnership (HQIP)

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Advised and approved by:

National Audit of Dementia Steering Group



Table of contents

Thematic table of contents	2
List of tables and figures	4
Report structure and content	5
How the data is shown	5
Measurement of standards in this report	6
Correlation of data	6
Classification of standards	6
Introduction	7
Audit structure	7
Participation in the enhanced audit	8
Section 1: Ward Size and Staffing	10
Section 2a: Environmental Checklist data	12
Standards met in the Environmental Checklist	13
Presentation of the data	17
Section 2b: Staff Questionnaire data	21
Presentation of the data	24
Section 2c: Ward Organisational Checklist data	64
Standards met in the Ward Organisational Checklist	67
Presentation of the data	70
Section 2d: Carer/Patient Questionnaire data	82
Presentation of the data	86
Appendices	98
A – Steering Group and Project Team	99
B – List of participating Trusts and Hospitals	100

Thematic table of contents

Theme 1: Physical Ward Environment

- **Environmental Checklist**
All sections 17 - 20
- **Carer/Patient Questionnaire: The Patient's Experience**
Section 1: The ward and its staff 90 - 91

Theme 2: Staffing

- **Ward Size and Staffing** 10-11
- **Staff Questionnaire**
Section 3: Experiences of the ward 50 - 52
- **Carer/Patient Questionnaire: The Patient's Experience**
Section 3: Personal care 93 - 94

Theme 3: Information and Communication

- **Carer/Patient Questionnaire: The Carer's Experience**
Section 1: Information, communication and support 86 - 87
Section 2: Discharge planning and discharge 88 - 89
- **Carer/Patient Questionnaire: The Patient's Experience**
Section 5: Information and communication 96 - 97
- **Staff Questionnaire**
Section 4: Communication and information sharing between staff 54
Section 5: Communication and information sharing between staff, carers and patients 55 - 57
- **Ward Organisational Checklist**
Section 3: Information available on the ward 79
Section 5: Information and communication 81

See also: **Organisational Checklist**, Discharge Policy p33, Information p 34, Recognition of Dementia p 35; **Casenote Audit**, Information p 55; Discharge Co-ordination p 62.

Theme 4: Access to Services

- **Ward Organisational Checklist**
Section 2: Access to services 73 - 78
- **Staff Questionnaire**
Section 7: Access to support 61 - 63

See also: **Organisational Checklist**, Governance p 29, Specific Resources p 38, Liaison Psychiatry p 40; **Casenote Audit**, Liaison Psychiatry p 64.

Theme 5: Nutrition

- **Carer/Patient Questionnaire: The Patient's Experience**
Section 2: Food and drink 92
- **Staff Questionnaire**
Section 6: Nutrition 59
- **Ward Organisational Checklist**
Section 4: Nutrition 80

See also: **Organisational Checklist**, Delivery of Care p30; **Casenote Audit**,

Comprehensive Assessment, p 53, Changes to Needs and Abilities p 70.

Theme 6: Training and Support for Staff

- **Staff Questionnaire**
All sections 24 - 63
- **Ward Organisational Checklist**
Section 1: Staffing 70 - 72
- **Carer/Patient Questionnaire: The Patient's Experience**
Section 1: The ward and its staff 90 - 91

See also: **Organisational Checklist**, *Training, Learning and Development p 36.*

Theme 7: Support for Carers

- **Carer/Patient Questionnaire: The Carer's Experience**
All sections 86 - 89
- **Staff Questionnaire**
Questions 1k,4h, 9 26, 47, 56
- **Ward Organisational Checklist**
Question 15 79

See also: **Organisational Checklist**, *Recognition of Dementia, p35; Casenote Audit, Support for Carers, p 63*

List of tables and figures

Introduction

Table 1: Participation breakdown by region 8

Section 1: Ward Size and Staffing

Table 2: Ward size and layout 9

Table 3: Staffing numbers and posts 9

Table 4: Staff per 10 beds 10

Table 5: Skill mix ratio 10

Section 2a: Environmental Checklist data

Table 6: Standards met in the Environmental Checklist 13

Figure 1: Variation in standards met by wards 15

Section 2b: Staff Questionnaire data

Table 7: Breakdown of responses by profession 22

Section 2c: Ward Organisational Checklist data

Table 8: Standards met in the Ward Organisational Checklist 67

Figure 3: Variation in standards met by wards 69

Section 2d: Carer/Patient Questionnaire data

Table 9: Respondents to the questionnaire 84

Report structure and content

This document presents data from the checklists and questionnaires submitted for the enhanced (ward level) audit of the National Audit of Dementia (care in general hospitals), broken down by **type of ward**.

Wards in the sample

The enhanced audit was a further optional audit component open to hospitals who registered for the core audit. Places for enhanced audit were limited to a total of 150 wards. Results shown here therefore do not represent wards from all hospitals in the core audit, which was open to all eligible (acute) hospitals in England and Wales. Wards from 55 hospitals participated in this part of the audit.

Hospitals participating in the enhanced audit were asked to nominate a **minimum** of two and a **maximum** of three wards. Wards one and two were to be one medical plus one surgical/orthopaedic ward. The third ward could be any additional acute ward. (In practice most hospitals nominating a third ward chose a care of the elderly ward – see Participation, page 8). Each ward was asked to submit one ward organisational checklist, one environmental checklist, staff questionnaires from staff working on or from teams with regular input into the ward, and carer/patient questionnaires (see Audit Structure, page 11.)

How the data is shown

The report includes a full presentation of the data submitted by each of the three types of ward, alongside benchmarking information drawn from the aggregated national results.

For each audit question, you will find a reference to the standard or criterion measured, together with an indication of how the standard is weighted (see Classification of Standards, page 6). A summary table and graph showing standards met according to the data submitted by each ward type, are also included where relevant (see Measurement of Standards, page 6).

National results and local reporting

The aggregated responses from wards of each type are shown against the national responses from all participating wards together.

Local reports for hospitals participating in enhanced audit showed results from each of their participating wards against national totals of all wards, but not by type of ward. This was because preliminary analysis of the data by ward type did not appear to show a clear statistically or clinically significant pattern of difference.

The results below are presented so that complete information from the preliminary analysis is available.

Measurement of standards in this report

The Environmental and Ward Organisational Checklist can be directly measured against standards. For each of these modules you will find an overall summary of standards met, by ward type and for all participating wards.

Questions in the Staff and Carer/ Patient Questionnaires are shown with a reference to the standard they are derived from. Responses have not been used to determine whether or not a standard is met by any ward. They provide contextual information from people with dementia and carers about the experience of care when admitted to an acute ward and from staff how staff are supported in providing care.

Correlation of data

The introduction for each of the tools explains how the data was collected.

The thematic presentation of report contents (page 3) shows where data relating to a theme or topic (e.g. nutrition) can be found in more than one audit tool, in this report and in the core audit report.

Classification of standards

All standards in this audit have been classified according to the following broad principles:

Type 1: failure to meet these standards 100% would result in a significant threat to patient safety, rights or dignity and/or would breach the law;

Type 2: standards that an organisation/ward would be expected to meet in normal practice;

Type 3: standards that an organisation/ward should meet to achieve excellent practice.

"Dementia-specific" standards

Many themes addressed in this audit, for example 'nutrition on the ward', are not specific to people with dementia in terms of their condition. However, they have been included because of the need to present a more comprehensive picture of the care of people with dementia, in terms of whether it offers a framework for person-centred care which can identify individual needs and is responsive to the person as a whole.

Introduction

Audit structure

Core audit

The two core audit modules collected data at hospital level via an organisational checklist and a retrospective audit of the casenotes of 40 patients with a diagnosis or current history of dementia. Local reports were produced in December 2010 and an interim report on the national findings can be downloaded at www.nationalauditofdementia.org.uk.

Enhanced audit

The number of places in this part of the audit was limited to 150 wards. Each participating hospital in the enhanced audit was asked to nominate the following (as a minimum):

one general medical, or other medical ward admitting adults of all ages;
one orthopaedic or surgical ward admitting adults of all ages.

Hospitals in the enhanced audit also had the option of nominating a third ward of their own choice.

Modules in the enhanced audit

- a) Ward Organisational Checklist.** One questionnaire per ward, looking at staffing, policies and procedures at ward level.
- b) Environmental Checklist.** One questionnaire per ward, looking at aspects of the physical environment known to impact on people with dementia.
- c) Staff Questionnaire.** To be completed by staff on each ward.
- d) Carer/ Patient Questionnaire.** To be given to carers/ patients with dementia on each ward.
- e) Observation Module - *Person, Interaction, Environment*.** This is ongoing. Participating wards were offered a choice of workshop dates. Workshops have now concluded and the deadline for submission of data is 28 March 2011.

Participation in the enhanced audit

Wards participating in the audit:

Medical wards	57
Surgical/ orthopaedic wards	56
Care of the elderly wards	32
Total:	145

Table 1: Participation breakdown by region (hospital sites). See also appendix B.

SHA/ Welsh region	Total sites	Total core	Total enhanced	% core	% core and enhanced
East Midlands	14	10	4	71	29
East of England	22	18	4	82	18
London	34	32	10	94	29
North East	16	15	3	94	19
North West	35	30	7	86	20
South Central	13	12	3	92	23
South East Coast	18	17	3	94	17
South West	21	19	10	90	48
West Midlands	23	21	4	91	17
Yorkshire and the Humber	26	19	5	73	19
Mid & West Wales	8	8	0	100	0
North Wales	3	3	0	100	0
South East Wales	6	6	2	100	33
Total sites	239	210	55	88	23

151 wards in total were allowed to register (just over our specified limit of 150 wards for this part of the audit. This was to encourage participation from regions with lower representation). 6 wards were subsequently not able to submit any data and are not included in the total participation.

Table 2: Ward size and layout

The data below are drawn from the ward size and layout section in the Environmental Checklist.

	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
	Median	Range	Median	Range	Median	Range	Median	Range
Number of beds	28	17 – 62	28	17-53	29	17-57	28	18-62
Single sex bays	4	2 – 11	4	2-11	5	2-7	4	3-11
Mixed bays	0	0 – 4	0	0-4	0	0-4	0	0-3
Single Rooms	4	0 – 16	5	0-16	4	2-16	4	2-16

Table 3: Staff numbers and posts

The data below are drawn from questions 1-4 (Staffing) in the Ward Organisational Checklist.

	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
	Median	Range	Median	Range	Median	Range	Median	Range
Number of Registered Nurse posts on the ward. Includes any vacant.	19	10 – 40	18.5	11-40	19	11-36	19	10-34
Number of Registered Nurses working on the ward (whole time equivalent).	16	7 – 35	16	7-33	16	8-35	16	7-29
Number of Health Care Assistant posts on the ward. Includes any vacant.	13	2 – 33	13.5	4-27	13	3-30	13	2-33
Number of Health Care Assistants working on the ward (whole time equivalent).	11	2 – 27	11	4-23	11	3-27	11	2-25

Table 4: Staff per 10 beds

The data below show the number of staff per 10 beds, based on the bed and staffing numbers above.

	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
	Median	Range	Median	Range	Median	Range	Median	Range
Staff (whole time) per 10 beds	9.6	4 – 16.2	9.7	5-16.2	9.4	5.1-15.6	9.6	4-15
Registered Nurses (whole time) per 10 beds	5.7	2.6 – 11.7	5.7	2.6-10.4	5.9	3.5-11.7	5.4	2.7-7.5
Health Care Assistants (whole time) per 10 beds	3.9	0.7 – 8.9	3.7	1.4-7.1	4	0.7-7.1	4	0.8-8.9

Table 5: Skill mix ratio

The data below show the skill mix ratio on the ward, based on the whole time equivalent staffing numbers.

	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
	Median %	Range %	Median %	Range %	Median %	Range %	Median %	Range %
Skill Mix Ratio of staff working per ward (whole time equivalent) (Registered Nurses: Health Care Assistants)	59:41	39:61 – 86:14	60:40	40:60 – 79:21	59:41	44:56 – 86: 14	57:43	39:61 – 83: 17

Section 2a:

Environmental Checklist data

Standards met in the Environmental Checklist
Presentation of the audit data



The Environmental Checklist collected information about aspects of the physical environment known to impact on people with dementia. One checklist was requested from each participating ward. Data collection was carried out between 1 April and 11 June 2010.

Data for this part of the audit was submitted by 56 medical, 56 surgical/orthopaedic and 32 care of the elderly wards.

Guidance

Participants were advised that the checklist should be completed by the sister/manager of the ward, the clinician from the local team doing the audit collection, and a lay person (for example a patient/carer representative, a board member or an advocate). Answers should reflect the appearance/layout of the ward at the time of completion.

Standards met in the environmental checklist

The table below presents the range and median number of standards met by each ward type, according to type of standard, and by section of the checklist. Standards in this checklist have been classified according to the broad principles outlined above (see page 6). Please note therefore that the type one standards presented are those which relate above all to safety and dignity, and are not therefore necessarily specific only to people with dementia.

NB. Question 9, which asked about the situation of beds occupied by people with dementia, is not included in the breakdown of standards. Variation in ward layout and availability of single rooms means it is not possible to reliably compare the responses.

Key for presentation of data submitted in the Environmental Checklist:

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
			N=Responses	%	N=Responses	%	N=Responses	%	N=Responses	%
Standard number	Type of standard	Question number and text								
	Response option	Yes response	% yes responses	Yes response	% yes responses	Yes response	% yes responses	Yes response	% yes responses	

Table 6: Standards met in the Environmental Checklist

Section 1: The ward/signage

Standard type	Total number of standards	National		Medical		Surgical/Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	-	-	-	-	-	-	-	-	-
Type 2	3	0 - 3	1	0-3	1	0-3	1	0-3	2
Type 3	1	0 - 1	0	0-1	0	0-1	0	0-1	0

Section 2: Floors

Standard type	Total number of standards	National		Medical		Surgical/Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	1	0 - 1	1	0-1	1	0-1	1	0-1	1
Type 2	3	1 - 3	3	1-3	3	1-3	3	1-3	3
Type 3	-	-	-	-	-	-	-	-	-

Section 3: Bed/rest area

Standard type	Total number of standards	National		Medical		Surgical/Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	-	-	-	-	-	-	-	-	-
Type 2	1	0 - 1	0	0-1	0	0-0	0	0-1	0
Type 3	3	0 - 3	2	0-3	2	0-3	1	0-3	2

Section 4: Accessible toilet and bathing facilities

Standard type	Total number of standards	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	6	2 – 6	6	2-6	6	2-6	6	3-6	6
Type 2	4	0 – 4	2	0-4	2	0-4	2	1-3	2
Type 3	2	0 – 2	1	0-2	1	0-2	1	0-2	1

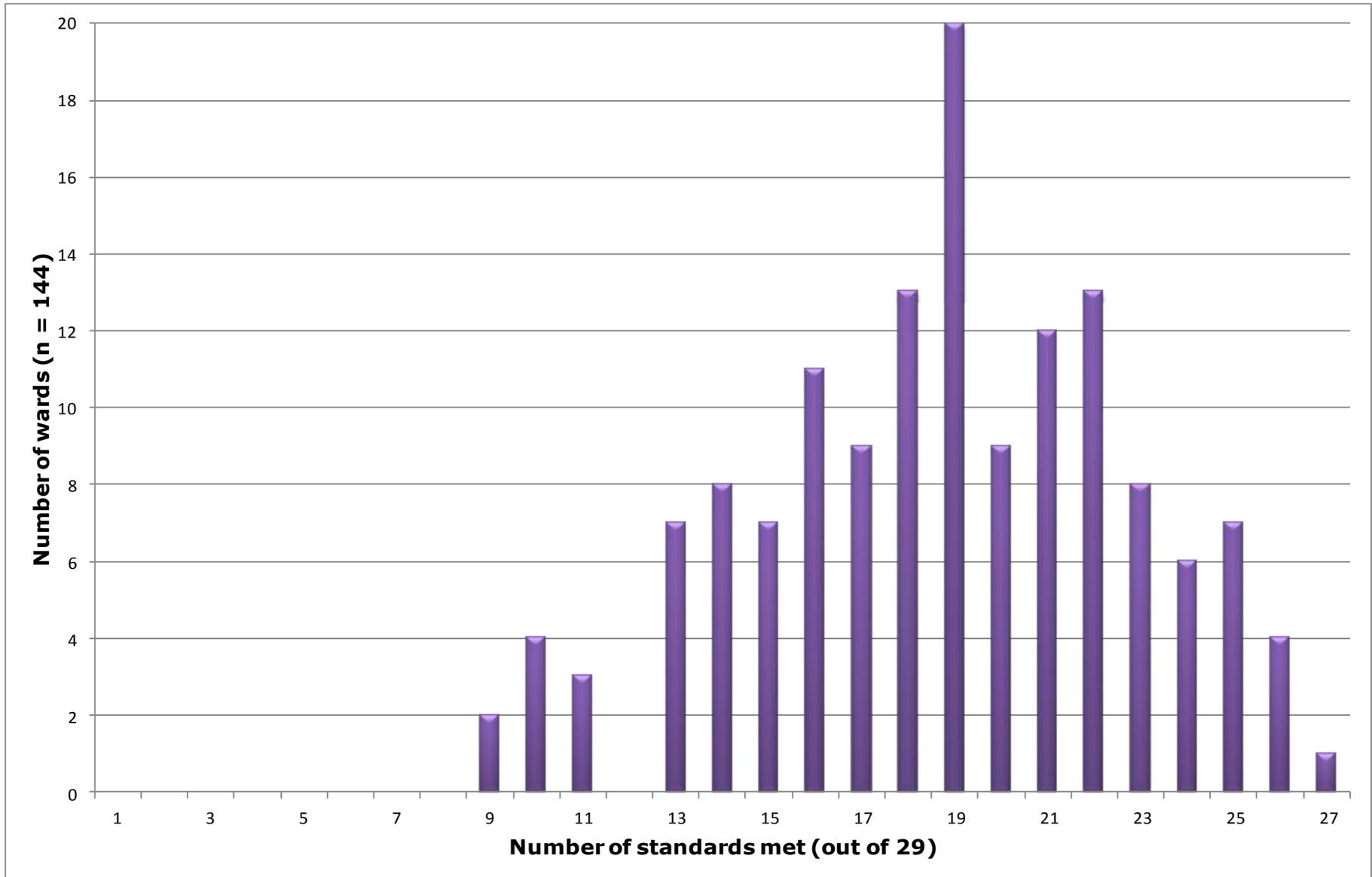
Section 5: Promoting independence

Standard type	Total number of standards	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	-	-	-	-	-	-	-	-	-
Type 2	5	0 – 5	4	0-5	3.5	0-5	3	1-5	4
Type 3	-	-	-	-	-	-	-	-	-

All standards in the Environmental Checklist

Standard type	Total number of standards	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	7	3 – 7	6	3-7	6	3-7	6	3-7	7
Type 2	16	4 – 15	10	4-14	10	4-15	10	4-14	11
Type 3	6	0 – 6	3	1-6	3.5	0-6	3	0-6	3
All standards	29	9 – 27	19	9-26	19	9-27	18	10-26	20.5

Figure 1: Variation in standards met by wards



Section 1: The ward/signage

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N=144	%	N=56	%	N=56	%	N=32	%	
8.2	3	1	Colour schemes are used to help patients with dementia to find their way around the ward (e.g. doors and bays are painted in a different colour) (Y/N)								
		Yes	22	15.3	10	17.9	6	10.7	6	18.8	
8.5	2	2	Key areas are clearly marked (e.g. the nursing station, the bathroom, any side rooms or waiting areas) (Y/N)								
		Yes	69	47.9	23	41.1	29	51.8	17	53.1	
8.3	2	3	Signs/maps are large, bold and distinctive (Y/N)								
		Yes	54	37.5	19	33.9	18	32.1	17	53.1	
8.4	2	4	Information (words and pictures) on signs is in clear contrast to the background (Y/N)								
		Yes	81	56.3	29	51.8	28	50	24	75	

Section 2: Floors

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N=144	%	N=56	%	N=56	%	N=32	%	
8.26	1	5	Level changes and contrasts (gentle slopes and steps) are clearly marked (Y/N)								
		Yes	95	66	36	64.3	38	67.9	21	65.6	
8.27	2	6	Floors are plain or subtly patterned, not 'busy' (e.g. without bold or high contrast design or pattern which could affect orientation) (Y/N)								
		Yes	137	95.1	55	98.2	52	92.9	30	93.8	
8.28	2	7	Floor surfaces are subtly polished rather than high gloss (Y/N)								
		Yes	134	93.1	54	96.4	52	92.9	28	87.5	
8.29	2	8	Floor surfaces are non slip (Y/N)								
		Yes	112	77.8	46	82.1	45	80.4	21	65.6	

Section 3: Bed/Rest area

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N=144	%	N=56	%	N=56	%	N=32	%	
8.1	2	9	Patients with dementia are situated on the ward where they are visible to staff and staff are visible to them								
			All patients	10	6.9	6	10.7	4	7.1	0	0
			Most patients	48	33.3	17	30.4	21	37.5	10	31.3
			Some patients	76	52.8	29	51.8	28	50	19	59.4
			No patients	10	6.9	4	7.1	3	5.4	3	9.4
8.6	3	10	Patients with dementia are able to see a clock from their bed area (Y/N)								
			Yes	80	55.6	35	62.5	25	44.6	20	62.5
8.7	2	11	Patients with dementia are able to see a calendar from their bed area (this can be an orientation board) (Y/N)								
			Yes	7	4.9	5	8.9	0	0	2	6.3
8.9	3	12	For patients with dementia, messages from relatives and personal objects, including self care items, are situated where the patient can see them at all times (Y/N)								
			Yes	85	59	39	69.6	29	51.8	17	53.1
8.10	3	13	A room/ area is available for patients to use for a break from the ward environment (Y/N)								
			Yes	67	46.5	28	50	19	33.9	20	62.5

Section 4: Accessible toilet and bathing facilities

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N=144	%	N=56	%	N=56	%	N=32	%	
8.8	2	14	Signs to locate the toilet are visible from the patient's bed area/door of room (Y/N)								
			40	27.8	16	28.6	11	19.6	13	40.6	
8.11	2	15	Toilet and bathroom doors carry signs (Y/N)								
			130	90.3	50	89.3	48	85.7	32	100	
8.11	2	16	Toilet and bathroom doors are a different colour to the walls (Y/N)								
			125	86.8	49	87.5	47	83.9	29	90.6	
8.12	2	17	Items such as the soap dispenser, the bin, the hand dryer, are clearly labelled with pictures as well as words so that the patient can identify them (Y/N)								
			10	6.9	2	3.6	6	10.7	2	6.3	
8.14	1	18	There are hand rails, large handles and a raised toilet seat to support patients (Y/N)								
			130	90.3	49	87.5	52	92.9	29	90.6	
8.15	3	19	Door handles are a different colour to the wall so that they stand out (Y/N)								
			121	84	49	87.5	44	78.6	28	87.5	
8.16	3	20	Toilet paper is a different colour to the wall so that it stands out (Y/N)								
			55	38.2	20	35.7	24	42.9	11	34.4	
8.17	1	21	The toilets are big enough for assisted toileting (Y/N)								
			118	81.9	50	89.3	40	71.4	28	87.5	
8.18	1	22	The bathroom is big enough for assisted bathing (Y/N)								
			127	88.2	49	87.5	48	85.7	30	93.8	
8.19	1	23	Single sex toilet/washing facilities are provided for patient use (Y/N)								
			136	94.4	54	96.4	52	92.9	30	93.8	
8.20	1	24	Facilities are available so that patients have choices about bathing or assisted bathing (e.g. at the sink, overhead showering, hand held shower head, full bath) (Y/N)								
			116	80.6	48	85.7	42	75	26	81.3	
8.13	1	25	There are call/alarm buttons visible in the toilet/bathroom (Y/N)								
			141	97.9	55	98.2	54	96.4	32	100	

Section 5: Promoting independence

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N=144	%	N=56	%	N=56	%	N=32	%	
8.21	2	26	There is space for restless patients with dementia to walk up and down where they are visible to staff and staff are visible to them (Y/N)								
		Yes	100	69.4	36	64.3	38	67.9	26	81.3	
8.22	2	27	The ward is adapted to assist people with mobility difficulties (e.g. large handles, hand rails) (Y/N)								
		Yes	91	63.2	36	64.3	36	64.3	19	59.4	
8.24	2	28	The ward can readily provide equipment to assist mobility (e.g. walking frames, wheelchairs) (Y/N)								
		Yes	135	93.8	53	94.6	51	91.1	31	96.9	
8.25	2	29	The ward can provide hearing aids such as amplifiers/communicators/hearing loops/batteries for personal aids or other assistive devices (Y/N)								
		Yes	77	53.5	29	51.8	26	46.4	22	68.8	
8.23	2	30	The ward can provide adapted utensils to encourage patients to assist themselves with their meal and eat independently (Y/N)								
		Yes	99	68.8	38	67.9	38	67.9	23	71.9	

Section 2b

Staff Questionnaire data

Breakdown of returned questionnaires by profession

Presentation of the audit data



The staff questionnaire provides feedback from ward staff about awareness of dementia and about support offered to patients with dementia on their ward. Data collection for this part of the audit was carried out between 1 April 2010 and 16 July 2010.

142 wards submitted data for the staff questionnaire (55 medical, 56 surgical/orthopaedic, 31 care of the elderly wards). 27 wards returned less than 10 questionnaires

Hard copy questionnaires and information sheets were provided and data was returned online.

Guidance

Participants were advised to distribute the questionnaire to staff who work on the ward, **and** staff from teams or specialities with regular input into the ward (consultant teams, physiotherapy, OT, liaison psychiatry etc).

Presentation of the data

All responses from each type of ward are shown together. For questions with yes/no responses, the report shows the total number/percentage "yes". For questions with multiple response options, a full breakdown of responses is shown.

NB. If less than 8 questionnaires were returned from any ward, their data was not reported back locally but is included in the aggregated results.

Response rate

The range of questionnaires responses per ward was 1-46, with a median return of 16.

We do not have data on the total number of staff eligible to receive the questionnaire on each ward and are therefore unable to calculate the response rate for this questionnaire. The feedback provides insight into the experiences and support needs of ward staff.

Standards in the staff questionnaire

Questions are shown with a reference to the standard they are derived from. Responses have not been used to determine whether or not a standard is met. There is no breakdown of standards met for this part of the audit.

Table 7: Breakdown of responses by profession

	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
	N = 2211	%	N = 819	%	N = 845	%	N = 547	%
Doctors	272	12.3	119	14.5	77	9.1	76	13.9
Nurses (all nursing staff)	1616	73.1	606	74	651	77	359	65.6
Physiotherapists and Occupational Therapists	196	8.9	60	7.3	76	9	60	11
Other	127	5.7	34	4.2	41	4.9	52	9.5

Key for presentation of data submitted in the staff questionnaire

Std	Type	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
		N = Responses	%						
Standard number	Type of standard	Question number and text							
	Response options	Responses for each option	% responses for each option	Responses for each option	% responses for each option	Responses for each option	% responses for each option	Responses for each option	% responses for each option

Section 1: Staff learning and development relating to the care of people with dementia

Std	Type		National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
7.3	2	1a	Using the principles of person centred care								
			Sufficient	1485	67.2	566	69.1	536	63.4	383	70
			Insufficient or not provided	639	28.9	224	27.4	277	32.8	138	25.2
			N/A to my role	87	3.9	29	3.5	32	3.8	26	4.8
7.2	2	1b	Dementia care training, including awareness training and skills based training								
			Sufficient	713	32.2	273	33.3	234	27.7	206	37.7
			Insufficient or not provided	1425	64.5	517	63.1	582	68.9	326	59.6
			N/A to my role	73	3.3	29	3.5	29	3.4	15	2.7
7.3	2	1c	Understanding the roles of other services, for example health and social care professionals								
			Sufficient	1488	67.3	575	70.2	558	66	355	64.9
			Insufficient or not provided	665	30.1	226	27.6	261	30.9	178	32.5
			N/A to my role	58	2.6	18	2.2	26	3.1	14	2.6
7.3	2	1d	Introduction to adult protection policy and procedures, including how to report concerns and who to contact								
			Sufficient	1457	65.9	546	66.7	548	64.9	363	66.4
			Insufficient or not provided	707	32	255	31.1	284	33.6	168	30.7
			N/A to my role	47	2.1	18	2.2	13	1.5	16	2.9

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
7.3	2	1e	Dealing with challenging/aggressive behaviour, for example de-escalation training								
			Sufficient	1006	45.5	400	48.8	353	41.8	253	46.3
			Insufficient or not provided	1149	52	401	49.0	470	55.6	278	50.8
			N/A to my role	56	2.5	18	2.2	22	2.6	16	2.9
7.3	2	1f	When and when not to use restraints/ sedations and the risks associated, particularly for older patients								
			Sufficient	729	33	286	34.9	229	27.1	214	39.1
			Insufficient or not provided	1200	54.3	437	53.4	513	60.7	250	45.7
			N/A to my role	282	12.8	96	11.7	103	12.2	83	15.2
7.3	2	1g	Communication skills specific for people with dementia, including non verbal communication								
			Sufficient	1095	49.5	410	50.1	378	44.7	307	56.1
			Insufficient or not provided	1085	49.1	395	48.2	458	54.2	232	42.4
			N/A to my role	31	1.4	14	1.7	9	1.1	8	1.5
7.3	2	1h	Palliative care approaches								
			Sufficient	1191	53.9	496	60.6	388	45.9	307	56.1
			Insufficient or not provided	876	39.6	283	34.6	399	47.2	194	35.5
			N/A to my role	144	6.5	40	4.9	58	6.9	46	8.4

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
7.4	2	1i	Recognising pain in people with dementia								
			Sufficient	965	43.6	332	40.5	374	44.3	259	47.3
			Insufficient or not provided	1158	52.4	457	55.8	445	52.7	256	46.8
			N/A to my role	88	4	30	3.7	26	3.1	32	5.9
7.7	2	1j	Supporting patients who have hearing/visual impairments								
			Sufficient	1355	61.3	505	61.7	506	59.9	344	62.9
			Insufficient or not provided	806	36.5	297	36.3	327	38.7	182	33.3
			N/A to my role	50	2.3	17	2.1	12	1.4	21	3.8
7.11	3	1k	Involving people with dementia and carers in decisions on care and treatment								
			Sufficient	1143	51.7	442	54	407	48.2	294	53.7
			Insufficient or not provided	891	40.3	326	39.8	367	43.4	198	36.2
			N/A to my role	177	8	51	6.2	71	8.4	55	10.1
7.3	2	1l	Assessing cognitive ability								
			Sufficient	812	36.7	309	37.7	291	34.4	212	38.8
			Insufficient or not provided	1123	50.8	423	51.6	456	54	244	44.6
			N/A to my role	276	12.5	87	10.6	98	11.6	91	16.6

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211		N=819	%	N=845	%	N=547	%	
7.3	2	1m	The Mental Capacity Act and how to assess capacity								
			Sufficient	922	41.7	367	44.8	322	38.1	233	42.6
			Insufficient or not provided	991	44.8	353	43.1	423	50.1	215	39.3
			N/A to my role	298	13.5	99	12.1	100	11.8	99	18.1

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
7.13	2	3	Have you ever been refused training specifically related to the care of people with dementia? (Y/N)								
			Yes	60	2.7	24	2.9	12	1.4	24	4.4
		3a	(If yes) Was this due to:								
			Lack of staff cover	40	83.3	20/23	87	4/5	80	16/20	80
			Training considered inappropriate	12	42.9	2/11	18.2	2/3	66.7	8/14	57.1
			Funding	25	73.5	10/14	71.4	4/4	100	11/16	68.8
			Other	10	40	1/8	12.5	4/5	80	5/12	41.7

Section 2: Experiences of Training

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
	4	Please read through the following statements and select the response option that reflect your own thoughts the best:									
7.3 7.4	2	4a	I have adequate knowledge and understanding of the needs of people with dementia and how to assist them								
		Strongly agree	205	9.3	83	10.1	68	8	54	9.9	
		Agree	1297	58.7	467	57	485	57.4	345	63.1	
		Disagree	603	27.3	235	28.7	244	28.9	124	22.7	
		Strongly disagree	59	2.7	22	2.7	26	3.1	11	2	
		I don't know or N/A	47	2.1	12	1.5	22	2.6	13	2.4	
		Strongly agree and agree				67.1		65.4		73	

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
7.4	2	4b	I am aware of the different types of dementia, what it is like living with dementia and in what ways people with dementia need supporting								
			240	10.9	94	11.5	75	8.9	71	13	
			1108	50.1	380	46.4	408	48.3	320	58.5	
			684	30.9	284	34.7	281	33.3	119	21.8	
			106	10.9	34	4.2	52	6.2	20	3.7	
			73	3.3	27	3.3	29	3.4	17	3.1	
			Strongly agree and agree		57.9		57.2		71.5		
7.3	2	4c	I am aware of how dementia can affect a person's behaviour								
			512	23.2	184	22.5	179	21.2	149	27.2	
			1531	69.2	574	70.1	589	69.7	368	67.3	
			132	6	54	6.6	59	7.0	19	3.5	
			16	0.7	4	0.5	7	0.8	5	0.9	
			20	0.9	3	0.4	11	1.3	6	1.1	
			Strongly agree and agree		92.6		90.9		94.5		

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N =845	%	N=547	%	
7.3	2	4d	I am aware of how dementia can affect a person's communication								
			Strongly agree	520	23.5	184	22.5	189	22.4	147	26.9
			Agree	1520	68.7	577	70.5	576	68.2	367	67.1
			Disagree	137	6.2	49	6	63	7.5	25	4.6
			Strongly disagree	15	0.7	4	0.5	8	0.9	3	0.5
			I don't know or N/A	19	0.9	5	0.6	9	1.1	5	0.9
			Strongly agree and agree			93		90.6		94	
7.3	2	4e	I am aware of the difficulties that I may be faced with when interacting with patients who have dementia, and have been trained/given guidance on how to manage challenges that may arise								
			Strongly agree	347	15.7	132	16.1	126	14.9	89	16.3
			Agree	1057	47.8	383	46.8	387	45.8	287	52.5
			Disagree	656	29.7	254	31	263	31.1	139	25.4
			Strongly disagree	98	4.4	31	3.8	46	5.4	21	3.8
			I don't know or N/A	53	2.4	19	2.3	23	2.7	11	2
			Strongly agree and agree			62.9		60.7		68.8	

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
7.9	1	4f	I am aware of the requirements of the Mental Capacity Act regarding actions taken to deprive a person of liberty								
			Strongly agree	277	12.5	112	13.7	97	11.5	68	12.4
			Agree	994	45	372	45.4	349	41.3	273	49.9
			Disagree	671	30.3	244	29.8	287	34	140	25.6
			Strongly disagree	124	5.6	45	5.5	56	6.6	23	4.2
			I don't know or N/A	145	6.6	46	5.6	56	6.6	43	7.9
			Strongly agree and agree			59.1		52.8		62.3	
7.3	2	4g	I have sufficient knowledge to assess patients' capacity to involve them in decision making regarding their care and treatment								
			Strongly agree	216	9.8	98	12	74	8.8	44	8
			Agree	855	38.7	298	36.4	322	38.2	235	43
			Disagree	790	35.7	302	36.9	313	37	175	32
			Strongly disagree	145	6.6	51	6.2	68	8	26	4.8
			I don't know or N/A	205	9.3	70	8.5	68	8	67	12.2
			Strongly agree and agree			48.4		47		51	

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
9.13	2	4h	I have sufficient knowledge and understanding of dementia to discuss difficulties that may be ahead of carers, discuss options and inform them of support that is available to them								
			Strongly agree	219	9.9	85	10.4	72	8.5	62	11.3
			Agree	863	39	314	38.3	307	36.3	242	44.2
			Disagree	817	37	328	40	321	38	168	30.7
			Strongly disagree	140	6.3	38	4.6	77	9.1	25	4.6
			I don't know or N/A	172	7.8	54	6.6	68	8	50	9.1
			Strongly agree and agree			48.7		44.8		55.5	
7.2	2	4i	I am encouraged and supported by colleagues and management to develop my knowledge and understand of dementia								
			Strongly agree	303	13.7	115	14	99	11.7	89	16.3
			Agree	1053	47.6	394	48.1	373	44.1	286	52.3
			Disagree	634	28.7	229	28	286	33.8	119	21.8
			Strongly disagree	109	4.9	42	5.1	44	5.2	23	4.2
			I don't know or N/A	112	5.1	39	4.8	43	5.1	30	5.5
			Strongly agree and agree			62.1		55.8		68.6	

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
			N = 2211	%	N=819	%	N=845	%	N=547	%
4j		Further staff training would be beneficial, and improve the level of care people with dementia receive								
		Strongly agree	1402	63.4	511	62.4	535	63.3	356	65.1
		Agree	710	32.1	272	33.2	263	31.1	175	32
		Disagree	60	2.7	23	2.8	28	3.3	9	1.6
		Strongly disagree	13	0.6	4	0.5	7	0.8	2	0.4
		I don't know or N/A	26	1.2	9	1.1	12	1.4	5	0.9
		Strongly agree and agree				95.6		94.4		97.1

Section 3: Experiences of the ward

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
5			Please rate through the following statements and select the response option that reflect your own thoughts the best:								
9.5	2	5a	Patients on this ward and their carers are able to convey information in a confidential manner								
			Strongly agree	640	28.9	252	30.8	241	28.5	147	26.9
			Agree	1303	58.9	483	59	498	58.9	322	58.9
			Disagree	170	7.7	64	7.8	58	6.9	48	8.8
			Strongly disagree	20	0.9	2	0.2	8	0.9	10	1.8
			I don't know or N/A	78	3.5	18	2.2	40	4.7	20	3.7
			Strongly agree and agree			89.8		87.4		85.8	
9.7	2	5b	I have enough time to regularly discuss matters with the patient and/or carer regarding progress of care and treatment								
			Strongly agree	142	6.4	60	7.3	59	7	23	4.2
			Agree	811	36.7	316	38.6	283	33.5	212	38.8
			Disagree	867	39.2	317	38.7	348	41.2	202	36.9
			Strongly disagree	181	8.2	60	7.3	71	8.4	50	9.1
			I don't know or N/A	210	9.5	66	8.1	84	9.9	60	11
			Strongly agree and agree			45.9		40.5		43	

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
7.16	2	5c	There are enough staff on the ward at all times to ensure patients are assisted if required; for instance, there is sufficient time to help patients with personal care, hygiene, moving around the ward and at mealtimes								
			Strongly agree	99	4.5	42	5.1	38	4.5	19	3.5
			Agree	526	23.8	227	27.7	186	22	113	20.7
			Disagree	967	43.7	360	44	384	45.4	223	40.8
			Strongly disagree	544	24.6	172	21	206	24.4	166	30.3
			I don't know or N/A	75	3.4	18	2.2	31	3.7	26	4.8
			Strongly agree and agree			32.8		26.5		24.2	
7.16	2	5d	Staffing on the wards is sufficient to provide 1-1 nursing when required								
			Strongly agree	60	2.7	25	3.1	22	2.6	13	2.4
			Agree	211	9.5	76	9.3	79	9.3	56	10.2
			Disagree	881	39.8	352	43	329	38.9	200	36.6
			Strongly disagree	939	42.5	327	39.9	366	43.3	246	45
			I don't know or N/A	120	5.4	39	4.8	49	5.8	32	5.9
			Strongly agree and agree			12.4		11.9		12.6	

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
7.16	2	5e	I have enough time to ensure that patients are comfortable in their environment and support any patients who are unfamiliar and/or disorientated by their environment								
			Strongly agree	131	5.9	52	6.3	49	5.8	30	5.5
			Agree	737	33.3	306	37.4	271	32.1	160	29.3
			Disagree	897	40.6	311	38	351	41.5	235	43
			Strongly disagree	328	14.8	111	13.6	131	15.5	86	15.7
			I don't know or N/A	118	5.3	39	4.8	43	5.1	36	6.6
			Strongly agree and agree				43.7		37.9		34.8

Section 4: Communication and Information Sharing Between Staff

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
9.3	1	6	Is there a system in place on the ward to ensure that all staff who are in contact with the patient are aware of their dementia?								
			Yes	1472	66.6	557	68	567	67.1	348	63.6
			No	355	16.1	129	15.8	132	15.6	94	17.2
			I don't know	384	17.4	133	16.2	146	17.3	105	19.2
1.14	1	7	Is personal information routinely collected about patients with dementia, regarding their usual routines, background and preferences?								
			Yes	1089	49.3	406	49.6	424	50.2	259	47.3
			No	660	29.9	252	30.8	244	28.9	164	30
			I don't know	462	20.9	161	19.7	177	20.9	124	22.7
9.2	2	8	Is there a system to ensure this personal information is know by all staff involved in the patient's care, in order to improve the type and level of care they receive?								
			Yes	1189	53.8	450	54.9	472	55.9	267	48.8
			No	544	24.6	208	25.4	197	23.3	139	25.4
			I don't know	478	21.6	161	19.7	176	20.8	141	25.8

Section 5: Communication and Information Sharing Between Staff and Carers/Patients

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
9.14	2	9	Is there a system in place to ensure that all staff are aware of:								
			The carer's involvement								
			Yes	1323	59.8	512	62.5	498	58.9	313	57.2
			No	427	19.3	149	18.2	167	19.8	111	20.3
			I don't know	461	20.9	158	19.3	180	21.3	123	22.5
			What information is to be shared with the carer								
			Yes	1244	56.3	472	57.6	477	56.4	295	53.9
			No	451	20.4	172	21	172	20.4	107	19.6
			I don't know	516	23.3	175	21.4	196	23.2	145	26.5
			How the carer can be contacted								
			Yes	1827	82.6	688	84	691	81.8	448	81.9
			No	141	6.4	55	6.7	56	6.6	30	5.5
			I don't know	243	11	76	9.3	98	11.6	69	12.6
9.6	2	10	Are patients allocated a named nurse, or another health care professional, as a contact?								
			Yes	991	44.8	396	48.4	377	44.6	218	39.9
			No	799	36.1	275	33.6	320	37.9	204	37.3
			I don't know	421	19	148	18.1	148	17.5	125	22.9

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
9.8	1	11	Are patients and carers made aware of the complaints procedure?								
		Yes	1320	59.7	501	61.2	513	60.7	306	55.9	
		No	313	14.2	112	13.7	127	15	74	13.5	
		I don't know	578	26.1	206	25.2	205	24.3	167	30.5	

Section 6: Nutrition

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
3.9	2	12	Is there a system in place to ensure all staff are aware of patients who have difficulties at mealtimes?								
			Yes	1826	82.6	690	84.2	677	80.1	459	83.9
			No	134	6.1	34	4.2	67	7.9	33	6
			I don't know	251	11.4	95	11.6	101	12	55	10.1
3.11	2	13	Can the ward provide meals and snacks to patients at any time?								
			Yes	1466	66.3	549	67	583	69	334	61.1
			No	419	19	160	19.5	150	17.8	109	19.9
			I don't know	326	14.7	110	13.4	112	13.3	104	19
3.10	2	14	Are you encouraged to report non consumption of meals?								
			Yes	1781	80.6	672	82.1	687	81.3	422	77.1
			No	180	8.1	61	7.4	66	7.8	53	9.7
			I don't know	250	11.3	86	10.5	92	10.9	72	13.2
3.10 9.2	2	15	Are patients given food that they have chosen/met their dietary needs (for example, vegetarian, diabetic)?								
			Yes	1945	88	729	89	742	87.8	474	86.7
			No	65	2.9	25	3.1	21	2.5	19	3.5
			I don't know	201	9.1	65	7.9	82	9.7	54	9.9

Section 7: Access to Support

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
4.9	2	16	Is there a system in place for you to record and report risks to patients if you believe ward staffing is inadequate?								
			Yes	1678	75.9	655	80	642	76	381	69.7
			No	143	6.5	37	4.5	61	7.2	45	8.2
			I don't know	390	17.6	127	15.5	142	16.8	121	22.1
		16a	(If yes) Do you feel that the system deals with reports in a timely way? (Y/N)								
			Yes	862	52.2	352/648	54.3	308/632	48.7	202/371	54.4
7.1	2	17	Is there a dignity lead for you to consult concerning advice and support?								
			Yes	892	40.3	353	43.1	317	37.5	222	40.6
			No	339	15.3	98	12	152	18	89	16.3
			I don't know	980	44.3	368	44.9	376	44.5	236	43.1
7.12	1	18	Do you have access to peer support/reflective practice groups? (Y/N)								
			Yes	1018	47	397/810	49	379/824	46	242/531	45.6

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N = 2211	%	N=819	%	N=845	%	N=547	%	
7.19	2	19	Do you think it is easy to gain access and input from:								
			Liaison Psychiatry								
			Strongly agree	167	7.6	62	7.6	58	6.9	47	8.6
			Agree	684	30.9	263	32.1	253	29.9	168	30.7
			Disagree	604	27.3	242	29.5	226	26.7	136	24.9
			Strongly disagree	249	11.3	107	13.1	87	10.3	55	10.1
			I don't know or N/A	507	22.9	145	17.7	221	26.2	141	25.8
			Strongly agree and agree			39.7		36.8		39.3	
			Occupational Therapy / Physiotherapy								
			Strongly agree	824	37.3	283	34.6	332	39.3	209	38.2
			Agree	1122	50.7	451	55.1	411	48.6	260	47.5
			Disagree	68	3.1	26	3.2	25	3	17	3.1
			Strongly disagree	6	0.3	3	0.4	1	0.1	2	0.4
			I don't know or N/A	191	8.6	56	6.8	76	9	59	10.8
			Strongly agree and agree			89.7		87.9		85.7	

Std	Type	Question	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
			N = 2211	%	N=819	%	N=845	%	N=547	%
		Social Work								
		Strongly agree	291	13.2	110	13.4	107	12.7	74	13.5
		Agree	1124	50.8	463	56.5	402	47.6	259	47.3
		Disagree	392	17.7	135	16.5	161	19.1	96	17.6
		Strongly disagree	85	3.8	25	3.1	39	4.6	21	3.8
		I don't know or N/A	319	14.4	86	10.5	136	16.1	97	17.7
		Strongly agree and agree				69.9		60.3		60.8

Section 2c

Ward Organisational Checklist data

Standards met in the Ward Organisational Checklist

Presentation of the audit data



The ward organisational checklist collected information about staffing, support and governance at a ward level.

One checklist was requested from each participating ward. Data collection was carried out between 1 April 2010 and 28 May 2010. Data was received from 57 medical, 56 surgical/orthopaedic and 32 care of the elderly wards.

Guidance

Participants were advised that the ward sister/manager or deputy should complete the questionnaire, in consultation with ward staff, the audit lead and other colleague's e.g. modern matron(s).

Presentation of the data

Questions in the ward organisational checklist can be compared with questions in other tools. Where this occurs, results from these audit tools have been included to allow comparison.

For questions with yes/no response options, the report shows the total number/percentage "yes". For questions with multiple response options, a full breakdown of responses is shown.

Standards in the ward organisational checklist

The table below presents standards met by your wards, according to type of standard, and by section of the checklist. Achievement of a standard is based on a positive response to the questions in the checklist. Standards in the checklist have been classified according to the broad principles outlined above (see page 6). Please note that the type one standards presented are those which relate above all to safety and dignity, and are not therefore necessarily specific to only people with dementia.

Section 1, questions 1-4 (Staff numbers) and Section 2 (Access to Services) have not been included in the breakdown of standards below. Responses for questions 1-4 are shown separately under Ward Size and Staffing on page X.

Key for presentation of data submitted in the ward organisational checklist

Std	Type	Question	National		Medical		Surgical/Orthopaedic		Care of the Elderly	
			N=Response	%	N=Response	%	N=Response	%	N=Response	%
Standard number	Type of standard	Question number and text								
		Response option	Responses for each option	% responses for each option	Responses for each option	% responses for each option	Responses for each option	% responses for each option	Responses for each option	% responses for each option

Table 8: Standards met in the Ward Organisational Checklist

Section 1: Staffing

Standard type	Total number of standards	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	5	0 – 5	3	1-5	3	0-5	3	1-5	3
Type 2	4	1 – 4	4	1-4	4	2-4	4	2-4	4
Type 3	1	0 – 1	1	0-1	1	0-1	1	0-1	1

Section 3: Information available on the ward

Standard type	Total number of standards	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	2	0 – 2	2	1-2	2	1-2	2	0-2	2
Type 2	2	0 – 2	1	0-2	2	0-2	1	0-2	1.5
Type 3	-	-	-	-	-	-	-	-	-

Section 4: Nutrition

Standard type	Total number of standards	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	3	0 – 3	3	0-3	3	1-3	3	2-3	3
Type 2	3	0 – 3	2	1-3	2	0-3	2	1-3	2
Type 3	1	0 – 1	0	0-1	0	0-1	0	0-1	0

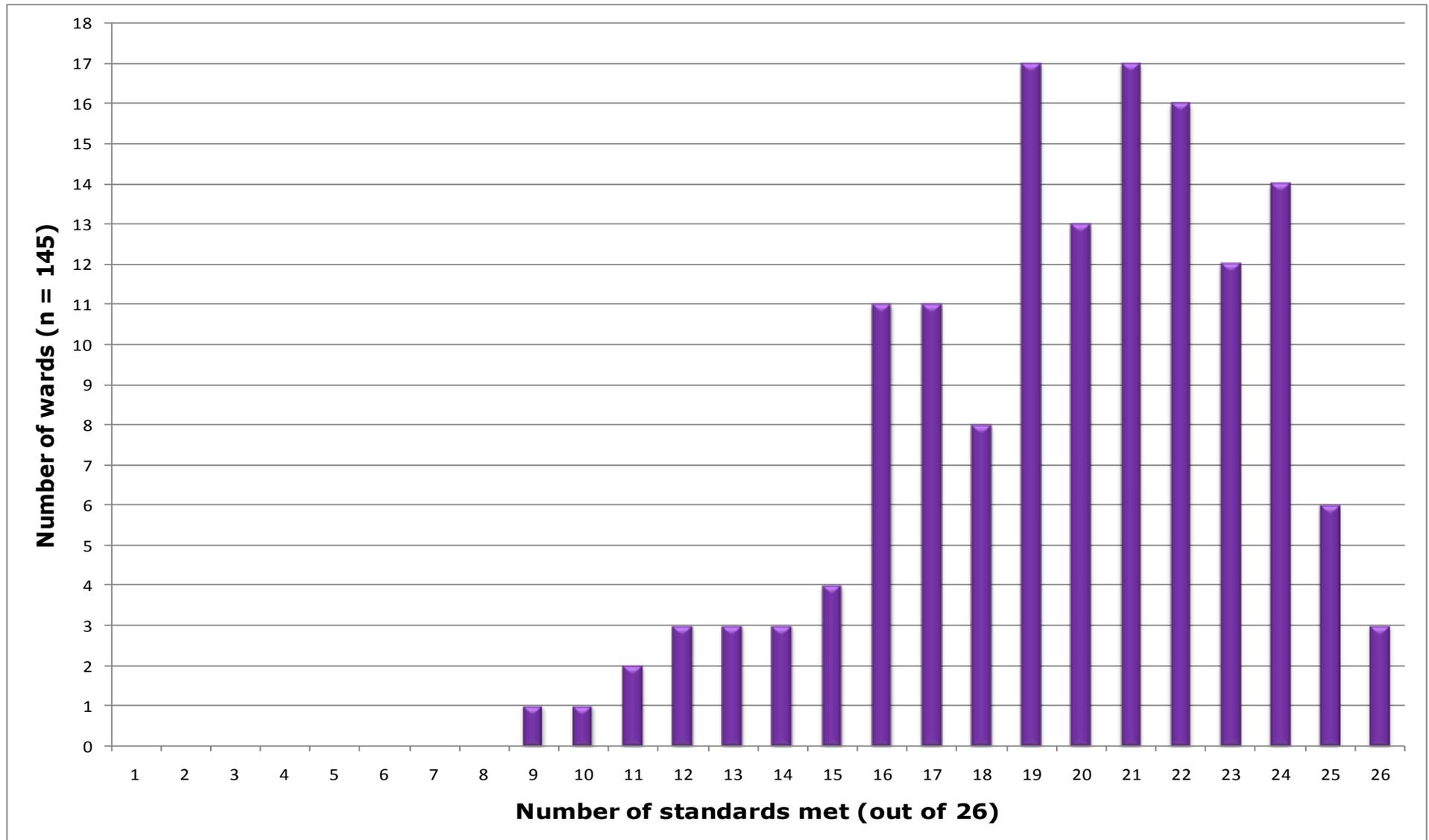
Section 5: Information and communication

Standard type	Total number of standards	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	1	0 – 1	1	0-1	1	0-1	1	0-1	1
Type 2	4	0 – 4	3	1-4	4	0-4	3	0-4	3
Type 3	-	-	-	-	-	-	-	-	-

All standards in the ward organisational checklist

Standard type	Total number of standards	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
		Range	Median	Range	Median	Range	Median	Range	Median
Type 1	11	3 – 11	9	3-11	9	4-11	9	4-11	9
Type 2	13	4 – 13	10	5-13	11	4-13	10	5-13	10
Type 3	2	0 – 2	1	0-2	1	0-2	1	0-2	1
All standards	26	9 - 26	20	10-26	21	9-26	19	11-25	20.5

Figure 3: Variation in standards met by wards



Section 1: Staffing

Std	Type	Question	National		Medical		Surgical/Orthopaedic		Care of the Elderly	
			N=145	%	N = 57	%	N = 56	%	N = 32	%
5		Are there any vacancies on this ward? (Y/N)								
		Yes	125	86.2	45	78.9	51	91.1	29	90.6
5a		(If 'yes' to Q5) Who are vacancies filled by?								
		Bank staff	121	96.8	43/45	95.6	50/51	98	28/29	96.6
		Agency staff	53	42.4	16/45	35.6	25/51	49	12/29	41.4
		Unfilled vacancies	29	23.2	10/45	22.2	15/51	29.4	4/29	13.8
7.17	2	6	There is a system to routinely monitor and report the use of bank and agency staff (Y/N)							
		Yes	139	96.5	53/57	93	55/55	100	31/32	96.9
7.21	2	7	There is administrative staff support on the ward (Y/N)							
		Yes	142	97.9	54	94.7	56	100	32	100
7a		(If 'yes' to Q7) When is administrative staff support available?								
		Monday-Friday (full time)	101	71.6	34/54	63	43/56	76.8	24/31	77.4
		Monday-Friday (part time)	40	28.4	20/54	37	13/56	23.2	7/31	22.6
7b		(If 'yes' to Q7) Is there access to administrative support at weekends? (Y/N)								
		Yes	22	15.7	6/53	11.3	11/55	20	5/32	15.6

Std	Type	Question	National		Medical		Surgical/Orthopaedic		Care of the Elderly		
			N=145	%	N = 57	%	N = 56	%	N = 32	%	
7.14	1	8	The ward has an agreed minimum staffing level across all shifts, which is met (Y/N)								
			103	71	41	71.9	41	73.2	21	65.6	
7.16	2	9	There are systems in place that ensure all factors that affect nursing staff numbers and skill mix are taken into consideration and staffing levels are reviewed on a daily basis (e.g. taking account of sickness and absence; training and supervision; need for one to one care) (Y/N)								
			135	93.1	55	96.5	52	92.9	28	87.5	
7.13	2	10	There are arrangements for staff cover to allow staff to attend training relating to the care of people with dementia (Y/N)								
			112	77.2	41	71.9	44	78.6	27	84.4	

Std	Type	Question	National		Medical		Surgical/Orthopaedic		Care of the Elderly	
			N=145	%	N = 57	%	N = 56	%	N = 32	%
11		Systems for supporting staff development are in place including:								
	11a	Appraisal and mentorship								
		Registered Nurses	143	98.6	56	98.2	55	98.2	32	100
		Health Care Assistants	135	93.1	52	91.2	52	92.9	31	96.9
		Other staff	96	66.2	33	57.9	41	73.2	22	68.8
	11b	Clinical supervision								
		Registered Nurse	85	58.6	31	54.4	36	64.3	18	56.3
		Health Care Assistants	55	37.9	23	40.4	22	39.3	10	31.3
		Other staff	35	24.1	13	22.8	15	26.8	7	21.9
	11c	Access to guidance and support from champions for dignity and older people in hospital								
		Registered Nurses	104	71.7	45	78.9	35	62.5	24	75
		Health Care Assistants	101	69.7	44	77.2	33	58.9	24	75
		Other staff	55	37.9	26	45.6	17	30.4	12	37.5
7.12	1	12	Staff caring for people with dementia have access to peer support and reflective practice groups							
		Registered Nurses	46	31.7	20	35.1	14	25	12	37.5
		Health Care Assistants	35	24.1	15	26.3	12	21.4	8	25
		Other staff	14	9.7	4	7	6	10.7	4	12.5
7.20	3	13	The ward can provide access to relevant faith-specific support from someone with experience of supporting vulnerable adults (e.g. mental health or communication problems) (Y/N)							
		Yes	115	79.3	46	80.7	45	80.4	24	75

Section 2: Access to services

Q14a: Liaison Psychiatry

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	9	15.8	41	71.9	8	14.3	34	60.7	4	12.5	23	71.9
1 - 4 days (Monday – Friday)	2	3.6	0	0	0	0	1	1.8	0	0	0	0
5 days (Monday – Friday)	28	49.1	1	1.8	26	46.4	2	3.6	19	59.4	1	3.1
6 days	0	0	0	0	0	0	1	1.8	0	0	0	0
Access everyday (Monday – Sunday)	18	31.6	15	26.3	22	39.3	18	32.1	9	28.1	8	25

Q14b: Access to a Mental Health Practitioner specialising in the care and treatment of older people

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	13	22.8	49	86	16	28.6	49	87.5	8	25	30	93.8
1 - 4 days (Monday – Friday)	1	1.8	0	0	1	1.8	0	0	3	9.3	0	0
5 days (Monday – Friday)	34	59.6	1	1.8	31	55.4	1	1.8	18	56.3	0	0
6 days	0	0	0	0	2	3.6	0	0	1	3.1	0	0
Access everyday (Monday – Sunday)	9	15.8	7	12.3	6	10.7	6	10.7	2	6.3	2	6.3

Q14c: Access to Occupational Therapy

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	0	0	55	96.5	0	0	55	98.2	0	0	32	100
1 - 4 days (Monday – Friday)	0	0	0	0	3	5.4	0	0	0	0	0	0
5 days (Monday – Friday)	48	84.2	1	1.8	41	73.2	0	0	29	90.6	0	0
6 days	4	7	0	0	2	3.6	0	0	1	3.1	0	0
Access everyday (Monday – Sunday)	5	8.8	1	1.8	10	17.9	1	1.8	2	6.3	0	0

Q14d: Access to Social Services

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	0	0	49	86	1	1.8	48	85.7	0	0	28	87.5
1 - 4 days (Monday – Friday)	2	3.6	0	0	1	1.8	0	0	0	0	0	0
5 days (Monday – Friday)	42	73.7	1	1.8	43	76.8	1	1.8	26	81.3	1	3.1
6 days	4	7	0	0	1	1.8	0	0	0	0	0	0
Access everyday (Monday – Sunday)	9	15.8	7	12.3	10	17.9	7	12.5	6	18.8	3	9.4

Q14e: Access to Pharmacy

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	0	0	31	54.4	1	1.8	27	48.2	0	0	13	40.6
1 - 4 days (Monday – Friday)	0	0	0	0	0	0	0	0	0	0	0	0
5 days (Monday – Friday)	5	8.8	3	5.3	6	10.7	1	1.8	1	3.1	3	9.4
6 days	11	19.3	1	1.8	7	12.5	1	1.8	7	21.9	0	0
Access everyday (Monday – Sunday)	41	71.9	22	38.6	42	75	27	48.2	24	75	16	50

Q14f: Access to Physiotherapy

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	0	0	47	82.5	1	1.8	49	87.5	0	0	24	75
1 - 4 days (Monday – Friday)	0	0	0	0	0	0	0	0	0	0	0	0
5 days (Monday – Friday)	38	66.7	0	0	15	26.8	0	0	17	53.1	0	0
6 days	2	3.5	0	0	5	8.9	0	0	3	9.4	0	0
Access everyday (Monday – Sunday)	17	29.8	10	17.5	35	62.5	7	12.5	12	37.5	8	25

Q14g: Access to Dietetics

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	0	0	57	100	0	0	55	98.2	0	0	32	100
1 - 4 days (Monday – Friday)	0	0	0	0	1	1.8	0	0	1	3.1	0	0
5 days (Monday – Friday)	56	98.2	0	0	51	91.1	1	1.8	31	96.9	0	0
6 days	1	1.8	0	0	1	1.8	0	0	0	0	0	0
Access everyday (Monday – Sunday)	0	0	0	0	3	5.4	0	0	0	0	0	0

Q14h: Access to Speech and Language Therapy

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	2	3.5	57	100	2	3.6	55	98.2	0	0	32	100
1 - 4 days (Monday – Friday)	1	1.8	0	0	0	0	0	0	0	0	0	0
5 days (Monday – Friday)	52	91.2	0	0	52	92.9	1	1.8	32	100	0	0
6 days	2	3.5	0	0	2	3.6	0	0	0	0	0	0
Access everyday (Monday – Sunday)	0	0	0	0	0	0	0	0	0	0	0	0

Q14i: Access to Psychology/Neuropsychology

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	33	57.9	57	100	32	57.1	54	96.4	20	62.5	32	100
1 - 4 days (Monday – Friday)	1	1.8	0	0	0	0	0	0	0	0	0	0
5 days (Monday – Friday)	23	40.4	0	0	22	39.3	0	0	12	37.5	0	0
6 days	0	0	0	0	0	0	0	0	0	0	0	0
Access everyday (Monday – Sunday)	0	0	0	0	2	3.6	2	3.6	0	0	0	0

Q14j: Access to Specialist Infection Control Services

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	0	0	39	68.4	0	0	27	48.2	0	0	18	56.3
1 - 4 days (Monday – Friday)	0	0	0	0	1	1.8	0	0	0	0	0	0
5 days (Monday – Friday)	30	52.6	0	0	22	39.3	0	0	16	50	0	0
6 days	1	1.8	0	0	0	0	1	1.8	0	0	0	0
Access everyday (Monday – Sunday)	26	45.6	18	31.6	33	58.9	28	50	16	50	14	43.8

Q14k: Access to Specialist Tissue Viability Services

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	2	3.5	55	96.5	2	3.6	55	98.2	3	9.4	32	100
1 - 4 days (Monday – Friday)	2	3.6	0	0	4	7.2	0	0	0	0	0	0
5 days (Monday – Friday)	52	91.2	2	3.5	47	83.9	1	1.8	28	87.5	0	0
6 days	1	1.8	0	0	1	1.8	0	0	0	0	0	0
Access everyday (Monday – Sunday)	0	0	0	0	2	3.6	0	0	1	3.1	0	0

Q14l: Access to Specialist Continence Services

NATIONAL DATA												
Number of days	Medical				Surgical/ Orthopaedic				Care of the elderly			
	Day		Evening		Day		Evening		Day		Evening	
	N=57	%	N=57	%	N=56	%	N=56	%	N=32	%	N=32	%
No Access	27	47.4	57	100	25	44.6	56	100	16	50	32	100
1 - 4 days (Monday – Friday)	0	0	0	0	1	1.8	0	0	1	3.1	0	0
5 days (Monday – Friday)	29	50.9	0	0	30	53.6	0	0	15	46.9	0	0
6 days	0	0	0	0	0	0	0	0	0	0	0	0
Access everyday (Monday – Sunday)	1	1.8	0	0	0	0	0	0	0	0	0	0

Section 3: Information available on the ward

Std	Type	Question	National		Medical		Surgical/Orthopaedic		Care of the Elderly	
			N=145	%	N = 57	%	N = 56	%	N = 32	%
15 The ward provides patients with dementia and carers/relatives with information about:										
9.8	1	15a	Ward routines such as mealtimes and visiting hours (Y/N)							
		Yes	133	91.7	55	96.5	52	92.9	26	81.3
9.8	1	15b	The hospital complaints procedure and PALS (Y/N)							
		Yes	142	97.9	56	98.2	55	98.2	31	96.9
9.14	2	15c	Personal and healthcare information and when this will be shared with carers (Y/N)							
		Yes	105	72.9	49/57	86	36/55	65.5	20/32	62.5
9.12	2	15d	How to get a carer's assessment (Y/N)							
		Yes	77	53.5	32/57	56.1	29/55	52.7	16/32	50

Section 4: Nutrition

Std	Type	Question	National		Medical		Surgical/Orthopaedic		Care of the Elderly		
			N=145	%	N = 57	%	N = 56	%	N = 32	%	
3.7	1	16	The ward operates a protected mealtime system (Y/N)								
			139	95.9	55	96.5	53	94.6	31	96.9	
3.8	1	17	The protected mealtime system allows for carers to visit and assist during mealtimes (Y/N)								
			140	96.6	54	94.7	54	96.4	32	100	
3.9	2	18	A red tray or other visual signal is used to signal the need for help (Y/N)								
			115	79.3	46	80.7	43	76.8	26	81.3	
7.18	1	19	There is a system to ensure that staffing levels are sufficient at mealtimes to aid people with dementia to eat and choose food if necessary (Y/N)								
			107	73.8	40	70.2	40	71.4	27	84.4	
3.10	2	20	Staff are encouraged to report patients missing meals to NPSA via the National Reporting and Learning System (NPSA 2000. Protected mealtime review) (Y/N)								
			26	17.9	11	19.3	11	19.6	4	12.5	
6.11	2	21	There are opportunities for patients to socially interact (e.g. eat together) (Y/N)								
			47	32.4	18	31.6	15	26.8	14	43.8	
		21a	(If 'yes' to Q21) Please comment on what these are:								
3.11	2	22	The ward is able to provide food to patients between mealtimes (Y/N)								
			135	93.1	55	96.5	50	89.3	30	93.8	

Section 5: Information and communication

Std	Type	Question	National		Medical		Surgical/Orthopaedic		Care of the Elderly		
			N=145	%	N = 57	%	N = 56	%	N = 32	%	
9.6	2	23	A healthcare professional responsible for coordinating care is identified to the person with dementia and carers/relatives as a point of contact (Y/N)								
			Yes	88	60.7	37	64.9	32	57.1	19	59.4
9.1	2	24	The name that the person with dementia prefers to be addressed by is recorded and communicated to staff involved in caring for or treating them (Y/N)								
			Yes	135	93.1	53	93	53	94.6	29	90.6
9.2	2	25	There is a system for communicating other personal information (such as routines, preferences and support needed with personal care) to staff involved in the care/treatment of the person with dementia. Support for personal care may be to do with specific situations (e.g. times of day when more support is needed, ability to eat/drink unprompted or unaided) (Y/N)								
			Yes	128	88.3	52	91.2	48	85.7	28	87.5
9.3	1	26	There is a system for communicating to ward staff any issues to do with the effect of the dementia on the person's behaviour or communication. This might directly relate to memory problems (e.g. ability to answer queries about health accurately or to follow instructions) or other behavioural/psychological symptoms (e.g. agitation or hallucination) (Y/N)								
			Yes	119	82.1	47	82.5	46	82.1	26	81.3
9.4	2	27	There is a system for conveying to other staff any effects of the dementia on the person's behaviour and communication (e.g. whenever the person with dementia accesses other areas outside their ward for assessment or other treatment) (Y/N)								
			Yes	97	66.9	41	71.9	35	62.5	21	65.6

Section 2d

Carer/Patient Questionnaire

Presentation of the audit data



The questionnaire asked about the experiences of people with dementia and carers on the hospital ward. It is a two part questionnaire. The first part is for the carer, and the second part is for the person with dementia.

Each ward participating in the enhanced audit was sent 25 questionnaires with accompanying guidance sheets, information leaflets, and prepaid envelopes so that respondents could return questionnaires directly to the project team. 245 questionnaires were returned in total. **NB.** As the questionnaires were filled out on paper, there are varying responses rates for each question. Responses are anonymous.

Data collection was carried out between 1 April 2010 – 13 August 2010, and data was received from 27 medical, 37 surgical/orthopaedic and 23 care of the elderly wards.

Guidance

Participants were advised:

- To give the questionnaire out to people with dementia/their carers who had been on the ward for **at least 3 days**, preferably in the run up to discharge.
- To give the questionnaire to the carer, and not to give the questionnaire directly to the person with dementia unless certain that they were aware of their diagnosis and wanted to receive the questionnaire.
- If the person had no family or carer, they could still be given the questionnaire (if they were happy to receive it).
- The person with dementia could be helped to fill in a questionnaire by a friend or key worker, but not by staff on the ward.

The table below shows a breakdown of how the second part of the questionnaire was completed:

Answered by the carer and patient together	35/176	19.9
Answered by the carer alone	137/176	77.8
Answered by the patient alone	4/176	2.3

Response rate

From the feedback we received from staff, it is not easy to identify people with dementia who might wish to complete a questionnaire, especially when there is no family member visiting. Most wards participating in this part of the audit returned less than 5 questionnaires.

43 wards were able to state the number of questionnaires given out. Based on this data, the response rate for this questionnaire was 25%.

Table 9: Respondents to the questionnaire

PEOPLE WITH DEMENTIA		
Gender	N = 226	%
Male	94	41.6
Female	132	58.4
CARERS		
Gender	N = 215	%
Male	57	26.5
Female	158	73.5

PEOPLE WITH DEMENTIA		
Age	N = 222	%
Under 60	5	2.3
60 - 70	12	5.4
71 - 80	62	27.9
81 - 90	118	53.2
Over 90	25	11.3
CARERS		
Age	N = 216	%
Under 60	101	46.8
60 - 70	52	24.1
71 - 80	33	15.3
81 - 90	26	12
Over 90	4	1.9

PEOPLE WITH DEMENTIA		
Ethnicity	N = 222	%
White British	216	97.3
Any other White background	3	1.4
Asian or Asian British	0	0
Black or Black British	0	0
Mixed Race	1	0.5
Other Ethnic Group	2	0.9
CARERS		
Ethnicity	N = 215	%
White British	206	95.8
Any other White background	2	0.9
Asian or Asian British	3	1.4
Black or Black British	2	0.9
Mixed Race	1	0.5
Other Ethnic Group	1	0.5

Presentation of the data

National data is only shown in this section, with a breakdown by ward type. A full breakdown of all responses for each question is shown.

Standards in the carer/patient questionnaire

Questions are shown with a reference to the standard they are derived from. Responses have not been used to determine whether or not a standard is met. There is no breakdown of standards met in this part of the audit.

Key for presentation of data submitted in the carer/patient questionnaire

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
			N	%	N	%	N	%	N	%
Standard number	Type of standard	Question number and text								
	Response options	Number of questionnaires that chose this response option / number of questionnaires that answered this question	% of questionnaires responding to this response for this question	Number of questionnaires that chose this response option / number of questionnaires that answered this question	% of questionnaires responding to this response for this question	Number of questionnaires that chose this response option / number of questionnaires that answered this question	% of questionnaires responding to this response for this question	Number of questionnaires that chose this response option / number of questionnaires that answered this question	% of questionnaires responding to this response for this question	

NB: for questions with 'not applicable', 'the patient was able to inform staff themselves', 'this was not required', 'I don't know' and 'I didn't need help', these percentages exclude these response options and therefore may be different from the percentage shown in the % column.

Part 1: The Carer's Experience

Section 1: Information, Communication and Support

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N	%	N	%	N	%	N	%	
9.6	2	1	Was a named nurse or other contact, who you could talk to about the care of your relative/friend, introduced to you on this ward? (Y/N)								
			111/232	47.8	31/69	44.9	54/97	55.7	26/66	39.4	
7.16	2	2	Were you able to speak with a senior member of the nursing staff when you wanted to?								
		Yes, always	88/235	37.4	24/69	34.8	38/97	39.2	26/69	37.7	
		Yes, sometimes	124/235	52.8	36/69	52.2	51/97	52.6	37/69	53.6	
		No	22/235	9.4	8/69	11.6	8/97	8.2	6/69	8.7	
		Not applicable	1/235	0.4	1/69	1.4	0/97	0	0/69	0	
9.7	2	3	Were you kept informed about the care and progress of your relative/friend during their admission?								
		Yes, always	69/233	29.6	19/70	27.1	32/95	33.7	18/68	26.5	
		Yes, sometimes	122/233	52.4	33/70	47.1	52/95	54.7	37/68	54.4	
		No	42/233	18	18/70	25.7	11/95	11.6	13/68	19.1	
1.14	1	4	Did staff ask you about details that would help them care for your relative/friend such as their usual routine, preferences or anything that might distress or agitate your relative/friend? (Y/N)								
			116/234	49.6	30/68	44.1	57/97	58.8	29/69	42	
1.14	2	5	Did staff ask you whether your relative/friend had any food preferences or special dietary requirements?								
		Yes	92/236	39	26/70	37.1	47/97	48.5	19/69	27.5	
		No	122/236	51.7	38/70	54.3	41/97	42.3	43/69	62.3	
		The patient was able to inform staff themselves	22/236	9.3	6/70	8.6	9/97	9.3	7/69	10.1	

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N	%	N	%	N	%	N	%	
6.5	2	6	Did you feel information regarding your relative/friend was handled in a sensitive and confidential way?								
			Yes, always	134/232	57.8	34/69	49.3	62/96	64.6	38/67	56.7
			Yes, sometimes	81/232	34.9	27/69	39.1	31/96	32.3	23/67	34.3
			No	17/232	7.3	8/69	11.6	3/96	3.1	6/67	9
9.14	2	7	Were you told about what information would be shared with you?								
			Yes, always	57/231	24.7	13/70	18.6	28/94	29.8	16/67	23.9
			Yes, sometimes	54/231	23.4	17/70	24.3	20/94	21.3	17/67	25.4
			No	120/231	51.9	40/70	57.1	46/94	48.9	34/67	50.7
3.4	3	8	Was your relative/friend moved between wards? (Y/N)								
				134/230	58.3	47/66	71.2	37/96	38.5	50/68	73.5
		8a	If 'Yes' to question 8, were you informed of the move? (Y/N)								
				87/134	64.9	33/46	71.7	25/38	65.8	29/50	58
9.11	2	9	Were you involved in the care of your relative/friend as much as you wanted to be?								
			Yes, always	116/230	50.4	32/69	46.4	53/94	56.4	31/67	46.3
			Yes, sometimes	82/230	35.7	24/69	34.8	31/94	33	27/67	40.3
			No	32/230	13.9	13/69	18.8	10/94	10.6	9/67	13.4
9.13	2	10	Were you offered information about carer/family support services, for example the Alzheimer's society or Crossroads? (Y/N)								
				40/217	18.4	11/65	16.9	15/90	16.7	14/62	22.6

Section 2: Discharge planning and discharge

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N	%	N	%	N	%	N	%	
5.4	1	11	Did staff involve you sufficiently in planning the care and support your relative/friend would need when they were discharged from hospital? (Y/N)								
			132/192	68.8	41/63	65.1	54/80	67.5	37/49	75.5	
5.5	2	12	Did staff ask if you would be able to continue providing care after discharge?								
		Yes	111/203	54.7	40/65	61.5	43/84	51.2	28/54	51.9	
		No	33/203	16.3	13/65	20	13/84	15.5	7/54	13	
		Not applicable to my situation	59/203	29.1	12/65	18.5	28/84	33.3	19/54	35.2	
5.4	1	13	Before discharge, did staff discuss difficulties that might be ahead of you and options and support available (e.g. occupational therapy, memory services)?								
		Yes	89/200	44.5	31/63	49.2	37/86	43	21/51	41.2	
		No	61/200	30.5	18/63	28.6	27/86	31.4	16/51	31.4	
		This was not required	50/200	25	14/63	22.2	22/86	25.6	14/51	27.5	
9.13	2	14	Were you given information about NHS 'Continuing Care' assessment for your relative/friend?								
		Yes	57/202	28.2	20/66	30.3	23/85	27.1	14/51	27.5	
		No	99/202	49	30/66	45.5	42/85	49.4	27/51	52.9	
		This was not required	46/202	22.8	16/66	24.2	20/85	23.5	10/51	19.6	
9.13	2	15	Were you given information on how to get a carer's assessment and what it involves?								
		Yes	37/198	18.7	10/62	16.1	17/85	20	10/51	19.6	
		No	89/198	44.9	28/62	45.2	36/85	42.4	25/51	49	
		This was not required	72/198	36.4	24/62	38.7	32/85	37.6	16/51	31.4	

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N	%	N	%	N	%	N	%	
5.10	2	16	Were you given advance notice of when your relative/friend was being discharged from hospital? (Y/N)								
			141/183	77	44/63	69.8	62/79	78.5	35/41	85.4	
		16a	If 'Yes' to question 16, did you have enough notice? (Y/N)								
			118/137	86.1	37/41	90.2	53/60	88.3	28/36	77.8	
5.8	1	17	Were you or your relative/friend given a copy of the discharge plan? (Y/N)								
			51/161	31.7	20/54	37	22/70	31.4	9/37	24.3	

Part 2: The Patient's Experience

Section 1: The Ward and its Staff

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N	%	N	%	N	%	N	%	
8.5	2	1	Was the ward clearly signposted (i.e. areas in the ward, for example, the toilets)? (Y/N)								
		Yes	208/227	91.6	59/64	92.2	88/98	89.8	61/65	93.8	
		2	Did the ward have a calm atmosphere?								
		Yes, always	99/238	41.6	27/68	39.7	43/102	42.2	29/68	42.6	
		Yes, sometimes	112/238	47.1	31/68	45.6	49/102	48	32/68	47.1	
		No	22/238	9.2	9/68	13.2	7/102	6.9	6/68	8.8	
		I don't know	5/238	2.1	1/68	1.5	3/102	2.9	1/68	1.5	
8.9	3	3	Were you able to see or reach your personal items or messages for relatives/friends when you wanted to?								
		Yes	130/220	59.1	41/65	63.1	55/96	57.3	34/59	57.6	
		No	36/220	16.4	7/65	10.8	23/96	24	6/59	10.2	
		Not applicable	54/220	24.5	17/65	26.2	18/96	18.8	19/59	32.2	
9.3	1	4	Did staff appear to be aware of your dementia?								
		Yes, always	112/233	48.1	32/67	47.8	50/101	49.5	30/65	46.2	
		Yes, sometimes	83/233	35.6	20/67	29.9	37/101	36.6	26/65	40	
		No	20/233	8.6	7/67	10.4	7/101	6.9	6/65	9.2	
		I don't know	18/233	7.7	8/67	11.9	7/101	6.6	3/65	4.6	
7.2	2	5	Did staff appear to understand your needs related to your dementia?								

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
			N	%	N	%	N	%	N	%
		Yes, always	81/231	35.1	19/66	28.8	40/100	40	22/65	33.8
		Yes, sometimes	97/231	42	27/66	40.9	42/100	42	28/65	43.1
		No	29/231	12.6	10/66	15.2	10/100	10	9/65	13.8
		I don't know	24/231	10.4	10/66	15.2	8/100	8	6/65	9.2

Section 2: Food and Drink

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N	%	N	%	N	%	N	%	
9.2	2	6	Were you given food you had chosen or which met your dietary needs (e.g. vegetarian, diabetic)?								
			Yes, always	102/218	46.8	38/63	60.3	37/96	38.5	27/59	45.8
			Yes, sometimes	67/218	30.7	14/63	22.2	35/96	36.5	18/59	30.5
			No	17/218	7.8	6/63	9.5	8/96	8.3	3/59	5.1
			I don't know	32/218	14.7	5/63	7.9	16/96	16.7	11/59	18.6
9.2	2	7	Were you given food that was well cooked, appetising and at the right temperature?								
			Yes, always	86/223	38.6	28/64	43.8	33/97	34	25/62	40.3
			Yes, sometimes	72/223	32.3	20/64	31.3	35/97	36.1	17/62	27.4
			No	25/223	11.2	5/64	7.8	11/97	11.3	9/62	14.5
			I don't know	40/223	17.9	11/64	17.2	18/97	18.6	11/62	17.7
3.9	2	8	Did you get enough to eat during your stay on the ward?								
			Yes, always	127/222	57.2	42/63	66.7	53/96	55.2	32/63	50.8
			Yes, sometimes	47/222	21.2	9/63	14.3	26/96	27.1	12/63	19
			No	18/222	8.1	4/63	6.3	6/96	6.3	8/63	12.7
			I don't know	30/222	13.5	8/63	12.7	11/96	11.5	11/63	17.5
3.9 9.2	2 2	9	Did you get enough to drink during your stay on the ward?								
			Yes, always	122/223	54.7	38/64	59.4	49/96	51	35/63	55.6
			Yes, sometimes	49/223	22	10/64	15.6	26/96	27.1	13/63	20.6
			No	22/223	9.9	9/64	14.1	7/96	7.3	6/63	9.5
			I don't know	30/223	13.5	7/64	10.9	14/96	14.6	9/63	14.3

Section 3: Your Personal Care

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
			N	%	N	%	N	%	N	%
7.16 9.2	2 2	10 <i>Did staff provide help, if it was needed, with the following:</i>								
7.16 9.2	2 2	10a Using the toilet or any continence aids?								
		Yes, always	143/231	61.9	38/66	57.6	69/97	71.1	36/68	52.9
		Yes, sometimes	60/231	26	18/66	27.3	17/97	17.5	25/68	36.8
		No	4/231	1.7	2/66	3	1/97	1	1/68	1.5
		I didn't need help	7/231	3	2/66	3	2/97	2.1	3/68	4.4
		I don't know	17/231	7.4	6/66	9.1	8/97	8.2	3/68	4.4
7.16 9.2	2 2	10b Having a bath?								
		Yes, always	92/208	44.2	32/64	50	44/88	50	16/56	28.6
		Yes, sometimes	20/208	9.6	8/64	12.5	9/88	10.2	3/56	5.4
		No	39/208	18.8	9/64	14.1	15/88	17	15/56	26.8
		I didn't need help	7/208	3.4	2/64	3.1	3/88	3.4	2/56	3.6
		I don't know	50/208	24	13/64	20.3	17/88	19.3	20/56	35.7
7.18	1	10c Eating meals?								
		Yes, always	77/228	33.8	29/66	43.9	29/99	29.3	19/63	30.2
		Yes, sometimes	60/228	26.3	13/66	19.7	30/99	30.3	17/63	27
		No	22/228	9.6	10/66	15.2	8/99	8.1	4/63	6.3
		I didn't need help	46/228	20.2	13/66	19.7	16/99	16.2	17/63	27
		I don't know	23/228	10.1	1/66	1.5	16/99	16.2	6/63	9.5

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N	%	N	%	N	%	N	%	
7.16 9.2	2 2	10d	Getting dressed and maintaining your personal appearance? (e.g. brushing your hair and cutting your nails)								
		Yes, always	94/227	41.4	28/67	41.8	46/99	46.5	20/61	32.8	
		Yes, sometimes	70/227	30.8	17/67	25.4	27/99	27.3	26/61	42.6	
		No	31/227	13.7	12/67	17.9	11/99	11.1	8/61	13.1	
		I didn't need help	13/227	5.7	5/67	7.5	4/99	4	4/61	6.6	
		I don't know	19/227	8.4	5/67	7.5	11/99	11.1	3/61	4.9	
7.16 9.2	2 2	10e	Taking your medicine? (e.g. reminding you to take it, giving you water to swallow tablets)								
		Yes, always	157/225	69.8	49/66	74.2	68/97	70.1	40/62	64.5	
		Yes, sometimes	29/225	12.9	7/66	10.6	12/97	12.4	10/62	16.1	
		No	6/225	2.7	2/66	3	3/97	3.1	1/62	1.6	
		I didn't need help	6/225	2.7	1/66	1.5	4/97	4.1	1/62	1.6	
		I don't know	27/225	12	7/66	10.6	10/97	10.3	10/62	16.1	
8.22	2	11	Did staff offer assistance and equipment, to support independence and mobility? (e.g. walking aids or offer escort around the ward)								
		Yes	146/200	73	45/64	70.3	58/81	71.6	43/55	78.2	
		No	18/200	9	7/64	10.9	5/81	6.2	6/55	10.9	
		I didn't need help	12/200	6	4/64	6.3	5/81	6.2	3/55	5.5	
		I don't know	24/200	12	8/64	12.5	13/81	16	3/55	5.5	

Section 4: Privacy and Dignity

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N	%	N	%	N	%	N	%	
7.1	2	12	During personal care, for example washing and dressing, did staff respect your privacy and dignity?								
			Yes, always	143/227	63	42/65	64.6	62/96	64.6	39/66	59.1
			Yes, sometimes	35/227	15.4	11/65	16.9	14/96	14.6	10/66	15.2
			No	1/227	0.4	0/65	0	0/96	0	1/66	1.5
			I don't know	48/227	21.1	12/65	18.5	20/96	20.8	16/66	24.2
9.5	2	13	Were you able to talk to staff without other people being able to hear your conversation?								
			Yes, always	57/220	25.9	17/63	27	21/95	22.1	19/62	30.6
			Yes, sometimes	73/220	33.2	21/63	33.3	37/95	38.9	15/62	24.2
			No	68/220	30.9	19/63	30.2	26/95	27.4	23/62	37.1
			I don't know	22/220	10	6/63	9.5	11/95	11.6	5/62	8.1
1.14	1	14	Did staff ask what you prefer to be called (e.g. John or Mr Smith)?								
			Yes, sometimes	138/225	61.3	39/66	59.1	58/95	61.1	41/64	64.1
			No	36/225	16	14/66	21.2	10/95	10.5	12/64	18.8
			I don't know	51/225	22.7	13/66	19.7	27/95	28.4	11/64	17.2
9.1	2	15	Did staff address you by your preferred name?								
			Yes, always	160/224	71.4	43/64	67.2	73/96	76	44/64	68.8
			Yes, sometimes	29/224	12.9	10/64	15.6	7/96	7.3	12/64	18.8
			No	7/224	3.1	1/64	1.6	2/96	2.1	4/64	6.3
			I don't know	28/224	12.5	10/64	15.6	14/96	14.6	4/64	6.3

Section 5: Information and Communication

Std	Type	Rating	Question / Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly	
				N	%	N	%	N	%	N	%
9.8	1	16	Were you given information about the ward routines (e.g. mealtimes, visiting hours, doctor's rounds)?								
			Yes	102/218	46.8	29/63	46	47/95	49.5	26/60	43.3
			No	64/218	29.4	23/63	36.5	22/95	23.2	19/60	31.7
			I don't know	52/218	23.9	11/63	17.5	26/95	27.4	15/60	25
9.8	1	17	Were you also given information about the complaint procedure?								
			Yes	39/222	17.6	16/65	24.6	18/96	18.8	5/61	8.2
			No	122/222	55	37/65	56.9	45/96	46.9	40/61	65.6
			I don't know	61/222	27.5	12/65	18.5	33/96	34.4	16/61	26.2
7.16	2	18	Were you able to speak with staff when you needed to?								
			Yes	158/220	71.8	46/62	74.2	69/96	71.9	43/62	69.4
			No	30/220	13.6	8/62	12.9	16/96	16.7	6/62	9.7
			I don't know	32/220	14.5	8/62	12.9	11/96	11.5	13/62	21
7.16	2	19	Did staff introduce themselves to you?								
			Yes	141/222	63.5	34/64	53.1	66/96	68.8	41/62	66.1
			No	50/222	22.5	20/64	31.3	18/96	18.8	12/62	19.4
			I don't know	31/222	14	10/64	15.6	12/96	12.5	9/62	14.5
9.9	3	20	Were you able to understand what staff were saying (e.g. did they avoid using complicated medical terms)?								
			Yes, always	106/211	50.2	23/60	38.3	52/91	57.1	31/60	51.7
			Yes, sometimes	86/211	40.8	31/60	51.7	30/91	33	25/60	41.7
			No	19/211	9	6/60	10	9/91	9.9	4/60	6.7

Std	Type	Question / Rating Scale Response	National		Medical		Surgical/ Orthopaedic		Care of the elderly		
			N	%	N	%	N	%	N	%	
9.7	2	21	Was your care/treatment clearly explained to you?								
		Yes	114/221	51.6	30/63	47.6	59/96	61.5	25/62	40.3	
		No	45/221	20.4	16/63	25.4	13/96	13.5	16/62	25.8	
		I don't know	62/221	28.1	17/63	27	24/96	25.8	21/62	33.9	
7.11	3	22	Were you included in making decisions about your care and treatment?								
		Yes	82/217	37.8	27/62	43.5	36/94	38.3	19/61	31.1	
		No	84/217	38.7	24/62	38.7	34/94	36.2	26/61	42.6	
		I don't know	51/217	23.5	11/62	17.7	24/94	25.5	16/61	26.2	
5.4	1	23	Were you given the opportunity to discuss arrangements for your discharge from hospital?								
		Yes	99/200	49.5	32/59	54.2	43/88	48.9	24/53	45.3	
		No	57/200	28.5	21/59	35.6	24/88	27.3	12/53	22.6	
		I don't know	44/200	22	6/59	10.2	21/88	23.9	17/53	32.1	
5.4	1	24	Were you given information about services you could access following discharge from the hospital (e.g. social and medical services such as help at home)?								
		Yes	82/183	44.8	31/57	54.4	34/79	43	17/47	36.2	
		No	57/183	31.1	15/57	26.3	29/79	36.7	13/47	27.7	
		I don't know	44/183	24	11/57	19.3	16/79	20.3	17/47	36.2	

Section 3

Appendices

A – Steering Group and Project Team

B – List of participating Trusts and Hospitals



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Appendix A

Steering Group

Professor Peter Crome, Professor of Geriatric Medicine, Keele, Consultant Geriatrician, North Staffordshire Combined Healthcare NHS Trust (Chair)

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Dr Daphne Wallace, Living With Dementia

Rosemary Woolley, Research Fellow, Bradford Institute for Health Research

Professor John Young, Head, Academic Unit of Elderly Care & Rehabilitation, Leeds University and Bradford Teaching Hospitals NHS Trust

Project Team

Lucy Palmer, Senior Programme Manager

Chloë Hood, Programme Manager

Aarti Gandesha, Project Worker

Renata Souza, Project Worker

Stacey Dicks, Project Worker

Appendix B - Participating Trusts and Hospitals

Trust	Hospital	Participating wards	Ward Organisational Checklist	Environmental Checklist	Staff Questionnaire	Carer/Patient Questionnaire	Observational Module
NHS Derby Hospitals Foundation Trust	Royal Derby Hospital	Ward 304	✓	✓	✓	✓	Ongoing
		Ward 205	✓	✓	✓	None submitted	Ongoing
		Ward 409	✓	✓	✓	None submitted	Ongoing
Kettering General Hospitals NHS Foundation Trust	Kettering General Hospital	Pretty A Ward	✓	✓	✓	None submitted	Ongoing
		Barnwell C Ward	✓	✓	✓	None submitted	Ongoing
		Naseby A Ward	✓	✓	✓	✓	Ongoing
Nottingham University Hospitals NHS Trust	Queen's Medical Centre	Ward B48	✓	✓	✓	✓	Ongoing
		Ward C4	✓	✓	✓	✓	Ongoing
		Ward C53	✓	✓	✓	✓	Ongoing
United Lincolnshire Hospitals NHS Trust	Pilgrim Hospital	Ward 8B	✓	✓	✓	None submitted	Ongoing
		Ward 3B	✓	✓	✓	✓	Ongoing
		Ward 6B	✓	✓	✓	✓	Ongoing
Cambridge University Hospitals NHS Foundation Trust	Addenbrooke's Hospital Site	Ward C5	✓	✓	✓	None submitted	Ongoing
		Ward D8	✓	✓	✓	None submitted	Ongoing
		Ward G4	✓	✓	✓	✓	Ongoing

Trust	Hospital	Participating wards	Ward Organisational Checklist	Environmental Checklist	Staff Questionnaire	Carer/Patient Questionnaire	Observational Module
James Paget University Hospitals NHS Foundation Trust	James Paget Hospital	Ward 15	✓	✓	✓	None submitted	Ongoing
		Ward 7	✓	✓	✓	✓	Ongoing
		Ward 4	✓	✓	✓	None submitted	Ongoing
Mid Essex Hospital Services NHS Trust	Broomfield Hospital	Ward B5	✓	✓	✓	None submitted	Ongoing
		Ward B23	✓	✓	✓	None submitted	Ongoing
Southend University Hospital NHS Foundation Trust	Southend Hospital	Stambridge Ward	✓	✓	✓	✓	Withdrew
Barking, Havering & Redbridge Hospitals NHS Trust	Queen's Hospital	Ocean B Ward	✓	✓	✓	✓	Ongoing
		Sky A Ward	✓	✓	✓	None submitted	Ongoing
Epsom and St Helier University Hospitals NHS Trust	Epsom General Hospital	Croft Ward	✓	✓	✓	✓	Ongoing
		Elizabeth/Chuter Ward	✓	✓	✓	✓	Ongoing

Trust	Hospital	Participating wards	Ward Organisational Checklist	Environmental Checklist	Staff Questionnaire	Carer/Patient Questionnaire	Observational Module
Homerton University Hospital NHS Foundation Trust	Homerton University Hospital	Lamb Ward	✓	✓	✓	None submitted	Ongoing
		Halley Ward	✓	✓	✓	None submitted	Ongoing
		Aske Ward	✓	✓	✓	None submitted	Ongoing
Newham University Hospital NHS Trust	Newham University Hospital	Beckton Ward	✓	✓	✓	None submitted	Ongoing
		Silvertown Ward	✓	✓	✓	None submitted	Ongoing
		West Ham Ward	✓	✓	✓	None submitted	Ongoing
North Middlesex University NHS Trust	North Middlesex University Hospital	Ward T7	✓	✓	✓	None submitted	Ongoing
		Eleanor East Ward	✓	✓	✓	None submitted	Ongoing
		Michael Bates Ward	✓	✓	✓	✓	Ongoing
North West London Hospitals NHS Trust	Central Middlesex Hospital	Gladstone 2 Ward	✓	✓	✓	✓	Ongoing
		Abbey Ward	✓	✓	✓	None submitted	Ongoing
North West London Hospitals NHS Trust	Northwick Park and St Mark's Hospitals	Dryden Ward	✓	✓	✓	✓	Ongoing
		Evelyn Ward	✓	✓	✓	✓	Ongoing
		Fletcher Ward	✓	✓	✓	✓	Ongoing

Trust	Hospital	Participating wards	Ward Organisational Checklist	Environmental Checklist	Staff Questionnaire	Carer/Patient Questionnaire	Observational Module
Royal Free Hampstead NHS Trust	Royal Free Hospital	7 North Ward	✓	✓	✓	None submitted	Ongoing
		9 North B Ward	✓	✓	✓	None submitted	Ongoing
South London Healthcare NHS Trust	Princess Royal University Hospital	Ward M4	✓	✓	✓	✓	Withdrew
		Ward S3	✓	✓	✓	✓	Withdrew
		Ward S1	✓	✓	✓	✓	Withdrew
The Lewisham Hospital NHS Trust	University Hospital Lewisham	Cherry Ward	✓	✓	✓	None submitted	Withdrew
		Cedar Ward	✓	✓	✓	✓	Withdrew
		Ash Ward	✓	✓	✓	✓	Withdrew
County Durham and Darlington NHS Foundation Trust	University Hospital North Durham	Ward 5	✓	✓	✓	None submitted	Ongoing
		Ward 12	✓	✓	✓	✓	Ongoing
		Ward 1	✓	✓	✓	✓	Ongoing
Gateshead Health NHS Foundation Trust	Queen Elizabeth Hospital	Ward 5	✓	✓	✓	✓	Ongoing
		Ward 21	✓	✓	✓	✓	Ongoing
The Newcastle Upon Tyne Hospitals NHS Foundation Trust	Freeman Hospital	Ward 16	✓	✓	✓	None submitted	Ongoing
		Ward 8	✓	✓	✓	None submitted	Ongoing
		Ward 9	✓	✓	✓	✓	Ongoing
East Cheshire NHS Trust	Macclesfield District General Hospital	Ward 3	✓	✓	✓	None submitted	Ongoing
		Ward 5	✓	✓	✓	✓	Ongoing

Trust	Hospital	Participating wards	Ward Organisational Checklist	Environmental Checklist	Staff Questionnaire	Carer/Patient Questionnaire	Observational Module
Royal Liverpool an Broadgreen University Hospitals NHS Trust	Royal Liverpool Site	Ward 6X	✓	✓	✓	None submitted	Withdrew
		Ward 4A	✓	✓	✓	✓	Withdrew
		Ward 2X	✓	✓	None submitted	✓	Withdrew
St Helens and Knowsley Hospitals NHS Trust	Whiston Hospital	Ward 2D	✓	✓	✓	None submitted	Ongoing
		Ward 3C	✓	✓	✓	✓	Ongoing
		Ward 5A	✓	✓	✓	✓	Ongoing
Stockport NHS Foundation Trust	Stepping Hill Hospital	E3/Brabyns Ward	✓	✓	✓	✓	Ongoing
		C2 Ward	✓	✓	✓	✓	Ongoing
University Hospitals of Morecambe Bay NHS Trust	Royal Lancaster Infirmary	Ward 2	✓	✓	✓	None submitted	Ongoing
		Ward 35	✓	✓	✓	✓	Ongoing
		Ward 20	✓	✓	✓	None submitted	Ongoing
Warrington and Halton Hospitals NHS Foundation Trust	Warrington General Hospital	Ward B12	✓	✓	✓	✓	Ongoing
		Ward A9	✓	✓	✓	✓	Ongoing
Wirral University Teaching Hospital NHS Foundation Trust	Arrowe Park Hospital	Ward 33	✓	✓	✓	None submitted	Ongoing
		Ward 27	✓	✓	✓	None submitted	Ongoing
		Ward 22	✓	✓	✓	None submitted	Ongoing

Trust	Hospital	Participating wards	Ward Organisational Checklist	Environmental Checklist	Staff Questionnaire	Carer/Patient Questionnaire	Observational Module
Heatherwood and Wexham Park Hospitals NHS Foundation Trust	Wexham Park Hospital	Ward 9	✓	✓	✓	✓	Ongoing
		Ward 1	✓	✓	✓	None submitted	Ongoing
Portsmouth Hospitals NHS Trust	Queen Alexandra Hospital	Ward C5	✓	✓	✓	None submitted	Ongoing
		Ward D2	✓	✓	✓	✓	Ongoing
		Ward G3	✓	✓	✓	✓	Ongoing
Winchester and Eastleigh Healthcare NHS Trust	Royal Hampshire County Hospital	Shawford Ward	✓	✓	✓	None submitted	Ongoing
		Bartlett Ward	✓	✓	✓	✓	Ongoing
		Taunton Ward	✓	✓	✓	✓	Ongoing
Ashford and St Peter's Hospitals NHS Trust	St Peter's Hospital	Maple Ward	✓	✓	✓	✓	Ongoing
		Elm Ward	✓	✓	✓	✓	Ongoing
		Holly Ward	✓	✓	✓	None submitted	Ongoing
Dartford and Gravesham NHS Trust	Darent Valley	Spruce Ward	✓	✓	✓	✓	Ongoing
		Maple Ward	✓	✓	✓	✓	Ongoing
		Oak Ward	✓	✓	✓	None submitted	Ongoing
Frimley Park Hospital NHS Foundation Trust	Frimley Park	Ward F2	✓	✓	✓	None submitted	Ongoing
		Ward F4	✓	✓	✓	None submitted	Ongoing
		Ward G2/G3	✓	✓	✓	None submitted	Ongoing

Trust	Hospital	Participating wards	Ward Organisational Checklist	Environmental Checklist	Staff Questionnaire	Carer/Patient Questionnaire	Observational Module
Aneurin Bevan Health Board	Nevill Hall Hospital	4/1 Monnow Ward	✓	✓	None submitted	✓	Withdrew
		1/2 Gilwern Ward	✓	✓	✓	✓	Withdrew
Cardiff and Vale NHS Trust	University Hospital of Wales	Ward A4	✓	✓	✓	✓	Ongoing
Gloucestershire Hospitals NHS Foundation Trust	Gloucester Royal Hospital	Rehab Ward 1	✓	✓	✓	None submitted	Ongoing
		Ward 3A	✓	✓	✓	✓	Ongoing
North Bristol NHS Trust	Frenchay Hospital	Ward 206	✓	✓	✓	✓	Ongoing
		Ward 202	✓	✓	✓	✓	Ongoing
		Ward 107	✓	✓	✓	✓	Ongoing
Royal Cornwall Hospitals NHS Trust	Royal Cornwall Hospital	Grenville Ward	✓	✓	✓	✓	Withdrew
		Wheal Jane Ward	✓	✓	✓	✓	Withdrew
Royal Devon and Exeter NHS Foundation Trust	Royal Devon and Exeter Hospital (Wonford)	Harbourne Ward	✓	✓	✓	None submitted	Ongoing
		Durbin Ward	✓	✓	✓	✓	Ongoing
		Bolham Ward	✓	✓	✓	None submitted	Ongoing
Royal United Hospital Bath NHS Trust	Royal United Hospital	Respiratory Ward	✓	✓	✓	None submitted	Ongoing
		Pierce/Forrester Brown	✓	✓	✓	✓	Ongoing
		Combe Ward	✓	✓	✓	✓	Ongoing

Trust	Hospital	Participating wards	Ward Organisational Checklist	Environmental Checklist	Staff Questionnaire	Carer/Patient Questionnaire	Observational Module
South Devon Healthcare NHS Foundation Trust	Torbay District General Hospital	Dunlop Ward	✓	✓	✓	None submitted	Ongoing
		Ainslie Ward	✓	✓	✓	✓	Ongoing
Taunton and Somerset NHS Foundation Trust	Musgrove Park Hospital	Mendip Ward	✓	✓	✓	✓	Ongoing
		Portman Ward	✓	✓	✓	✓	Ongoing
		Sedgemoor Ward	✓	✓	✓	✓	Ongoing
The Great Western Hospitals NHS Foundation Trust	Great Western Hospital	Jupiter Ward	✓	✓	✓	✓	Ongoing
		Kingfisher Ward	✓	✓	✓	✓	Ongoing
		Ampney Ward	✓	✓	✓	None submitted	Ongoing
The Royal Bournemouth and Christchurch Hospitals NHS Foundation Trust	Royal Bournemouth Hospital	Ward 3	✓	✓	✓	None submitted	Ongoing
		Ward 15	✓	✓	✓	None submitted	Ongoing
		4/5 Unit	✓	✓	✓	✓	Ongoing
University Hospitals Bristol NHS Foundation Trust	Bristol Royal Infirmary	Ward 27	✓	✓	✓	None submitted	Ongoing
		Ward 2	✓	✓	✓	✓	Ongoing
		Ward 24	✓	Withdrew	✓	None submitted	Ongoing

Trust	Hospital	Participating wards	Ward Organisational Checklist	Environmental Checklist	Staff Questionnaire	Carer/Patient Questionnaire	Observational Module
George Eliot Hospital NHS Trust	George Eliot Hospital	Elizabeth Ward	✓	✓	✓	✓	Ongoing
		Alexandra Ward	✓	✓	✓	✓	Ongoing
		Adam Bede Ward	✓	✓	✓	✓	Ongoing
The Royal Wolverhampton Hospitals NHS Trust	New Cross Hospital	Ward D19	✓	✓	✓	✓	Ongoing
		Ward D5	✓	✓	✓	✓	Ongoing
		Ward D7	✓	✓	✓	✓	Ongoing
University Hospital Birmingham NHS Foundation Trust	Queen Elizabeth Hospital Birmingham	Ward 515	✓	✓	✓	✓	Ongoing
		Ward 410	✓	✓	✓	None submitted	Ongoing
		Ward 518	✓	✓	✓	✓	Ongoing
University Hospitals Coventry and Warwickshire NHS Trust	University Hospital	Ward 2B	✓	✓	✓	None submitted	Ongoing
		Ward 52	✓	✓	✓	✓	Ongoing
		Ward 40	✓	✓	✓	None submitted	Ongoing
Airedale NHS Trust	Airedale Teaching Hospital	Ward 2	✓	✓	✓	✓	Ongoing
		Ward 10	✓	✓	✓	✓	Ongoing
		Ward 6	✓	✓	✓	None submitted	Ongoing
Bradford Teaching Hospitals NHS Foundation Trust	Bradford Royal Infirmary	Ward 30	✓	✓	✓	✓	Ongoing
		Ward 23	✓	✓	✓	✓	Ongoing

Trust	Hospital	Participating wards	Ward Organisational Checklist	Environmental Checklist	Staff Questionnaire	Carer/Patient Questionnaire	Observational Module
Leeds Teaching Hospitals NHS Trust	Leeds General Infirmary	Ward 60	✓	✓	None submitted	✓	Ongoing
		Ward 15	✓	✓	✓	None submitted	Ongoing
Sheffield Teaching Hospitals NHS Foundation Trust	Northern General Hospital	Hadfield 5 ward	✓	✓	✓	✓	Ongoing
		Huntmans 6 Ward	✓	✓	✓	✓	Ongoing
		Brearley 7 Ward	✓	✓	✓	✓	Ongoing
The Rotherham NHS Foundation Trust	Rotherham District General Hospital	Ward A2	✓	✓	✓	None submitted	Ongoing
		Ward B3	✓	✓	✓	None submitted	Ongoing
		Fitzwilliam Ward	✓	✓	✓	✓	Ongoing

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