

## HIS Dementia in Hospitals Collaborative Final Learning Session

Maureen Huggins (NDCAN) and Margaret McCallion (SDWG) represent people with lived experience on the Dementia and Hospitals Collaborative Delivery Group. Report by Maureen Huggins.

**getting to know me**

This information will help staff to support you. It will help us get to know you, understand who and what is important to you, and how you like things to be. We invite you, your family, friends and carers to complete this information with as much detail as you want to share with us. Please ask a member of staff if you need any help to complete this information.

**my name:** my full name & the name I prefer to be called

**the person who knows me best:**

**home, family & things that are important to me:**  
your family, friends, pets or things about home

**I would like you to know:**  
anything that will help the staff get to know you, perhaps things that help you relax or upset you

**my life so far:** this may include your previous or present employment, interests, hobbies, important dates & events

In November 2020 the HIS Dementia in Hospitals Delivery group had agreed to restart the improvement programme with a focus on Person Centred Care Planning. In this final learning session on 8 March 2023 we had an online meeting to share the work that has been done during a difficult time for the groups involved. Seven collaboratives had had to withdraw from the programme or pause because of workplace pressures but we heard a summary of what they had nevertheless achieved which included improved communication, use of the Getting To Know Me (GTKM) document/poster, and the introduction of person centred activities. Six active collaboratives presented their own work. Many had used the GTKM document or Life Story Books to facilitate person centred care planning and personalised activities (including the introduction of personal memory/activity boxes). One instigated weekly meetings of the multidisciplinary teams to discuss patients and their stress/distress.

*Dementia in Hospitals - working with teams in acute, community and specialist dementia unit settings to improve hospital care for people with dementia.*

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The improvements described included better quality care plans, reduced patient stress/distress and falls, better communication amongst staff and between the hospital and care home resulting in fewer failed discharges. Staff saw the benefit of spending time with the patient and their families/friends to find out more about the patients' likes/dislikes and backgrounds. What I enjoyed most was sharing ideas between teams and hearing about small changes that could be made that resulted in large benefits for patients. What impressed me most was that many found that the culture in the ward changed during the programme, and that this benefited the staff as well as the patients. We should be hearing soon whether the programme will receive funding to continue.

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The 10 Dementia Care Actions were created to support the implementation of commitment 10 of the National Dementia Strategy (2013-2016) and supported by all the NHS territorial Boards.

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- 1 Identify a leadership structure within NHS boards to drive and monitor improvements.
  - 2 Develop the workforce in line with Promoting Excellence
  - 3 Plan and prepare for admission and discharge
  - 4 Develop and embed person-centred assessment and care planning.
  - 5 Promote a rights-based and anti-discriminatory culture.
  - 6 Develop a safe and therapeutic environment.
  - 7 Use evidence-based screening and assessment tools for diagnosis.
  - 8 Work as equal partners with families, friends and carers.
  - 9 Minimise and respond appropriately to stress and distress.
  - 10 Evidence the impact of changes against patient experience and outcomes.