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.
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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