



Acute Hospital Quality Improvement of Dementia Care

Summary of the successful hospitals and their projects.

Beaumont Hospital - ED Supporting People with Dementia

Beaumont Emergency Department: Supporting people with Dementia

Drinking with Dignity

What people with dementia are given:



The research shows it increases the risk of aspiration and

People with dementia have said..

I don't like them

Humiliating

What we want to provide:



How would you like your tea?

Engaging in Meaningful Communication

The Emergency Department can be confusing and unfamiliar

We want to create whiteboards with *"Three things I like to talk about"* for each person with Dementia in ED

This aims to support staff to engage each individual in meaningful communication.



Beaumont Hospital - Banks Ward Project

National
Dementia
Office Leadership, Integration
and Innovation

NATIONAL DEMENTIA OFFICE
ACUTE HOSPITAL QUALITY IMPROVEMENT GRANT
BANKS WARD PROJECT BEAUMONT HOSPITAL



- DEMENTIA PATIENTS ARE AT VERY HIGH RISK OF DEVELOPING DELIRIUM ON ADMISSION TO THE ACUTE HOSPITAL SETTING AND PARTICULARLY POST-OPERATIVELY.
 - BANKS IS AN ORTHOPAEDIC WARD, THE MAJORITY OF PATIENTS UNDERGO SURGERY THEREFORE POST OPERATIVE DELIRIUM IS PREVALENT
 - OUR KEY OBJECTIVES ARE TO REDUCE INCIDENTS OF DELIRIUM AND LENGTH OF THE DELIRIUM IN 100% OF DEMENTIA PATIENTS.
- 1) ADAPTING THE ENVIRONMENT TO SUPPORT ORIENTATION
 - ADD VISUAL AIDS (LARGE FONT SIGNAGE)
 - ADD DIMMER LIGHT SWITCHES TO ALLOW FOR ALTERING DAY + NIGHT-TIME VISIBILITY
 - PROVIDE COLOUR CONTRAST IN THE TOILET AREAS TO OPTIMISE SAFETY AND REDUCE FUNCTIONAL DEPENDENCY WHERE POSSIBLE
 - 2) REDUCE THE IMPACT OF NOISE
 - INSTALL A SOUND BARRIER SCREENS BETWEEN THE NURSING STATION AND HIGH DEPENDENCY AREA BAY B. THIS WOULD AID REST PERIODS, IMPROVE THE QUALITY OF SLEEP AND REDUCE DISTRACTIONS TO PATIENTS.

Beaumont ED - Dementia Friendly Signage



BEAUMONT
HOSPITAL

Beaumont ED Dementia Friendly Signage

Keith Kane & Hazel McCormack

- Project goal to implement new dementia specific signage to improve orientation in ED setting for dementia patient groups and their families
- Aim to assist in reduction of negative effects in acute delirium or exacerbations of symptoms of dementia caused by new environment
- Goal to better improve functionality of ED and improve ability for dementia patients to better navigate unfamiliar environment

Beaumont Hospital - Delirium & Hospitalisation

DELIRIUM AND HOSPITALISATION

The project objective is to raise awareness and improve understanding of delirium, a common and serious complication of hospitalisation in older adults.

Statistics suggest that the prevalence of delirium on medical wards is approximately 20-30% , while 10-50% of older people having surgery develop delirium.

Delirium is an independent predictor of adverse hospital outcomes such as falls, incontinence, increased length of stay, decreased functionality and increased mortality.

Staff education has been shown to reduce delirium prevalence and increase delirium detection.

The project aims to achieve its objectives through the use of lanyard flash cards & focussed education sessions.

Beaumont Hospital - The Sheehan Unit

North Dublin Mental Health service for Older persons – The Sheehan unit

- ❖ The goal of the project is to develop a more dementia friendly environment that provides a calm, safe, therapeutic space for the service users
- ❖ These changes would include:
 - introduction of a variety of sensory items such as a lifelike dog, therapy dolls and sensory blankets
 - improved lighting, handrails and signage throughout to increase safety and orientation
 - creation of an outdoor space with water features and musical instruments to enhance the sensory experience
 - addition of more homely features such as a fireplace surround and a post box
 - acquisition of modern assistive technology devices such as the 'Inmu relax' to manage agitation and provide an alternative sensory experience
- ❖ The need for these changes was identified through service development meetings, service user/family feedback and audits of the environment
- ❖ The proposed changes would explore the implementation of various non-pharmalogical approaches for the management of responsive behaviours as well as the psychological symptoms associated with dementia
- ❖ The sensory devices/equipment and environmental changes in the unit aim to;
 - provide a more homely , non-institutional environment
 - help manage responsive behaviours
 - encourage social connection
 - provide access to nature and the outdoors for multisensory experiences
 - promote routine and orientation
 - provide stimulation through reminiscence and use of the senses

Connolly Hospital

CONNOLLY HOSPITAL INPATIENT DEMENTIA PATHWAY

Promoting Independence, Mobilisation & Meaningful Activity



- ✓ **Interdisciplinary Approach**
- ✓ **Driving Cultural Change**
- ✓ **Evidence Based Principles**
- ✓ **Patient/Carer Involvement**
- ✓ **Engagement & Wellbeing**
- ✓ **Enabling Environments**



Connolly Hospital
Dementia Pathways
—Integration at work—

National
Dementia
Office
Leadership, Integration
and Innovation



Ennis Hospital

The Implementation of Two Dementia Friendly Patient Rooms on the Fergus Ward, Ennis Hospital

This project aims to improve the hospital experience for patients living with Dementia and their families/carers by creating a therapeutic and supportive environment within the busy acute hospital setting



Kerry University Hospital

Acute Hospital Grant University Hospital Kerry

A. Maintain and support cognitive engagement and psychological well-being of patients with dementia by:

1. Delivering a regular schedule of cognitive engagement activities for patients with dementia through collaboration with the occupational therapist.
2. Developing a skilled pool of health care assistances (HCAs) with specific dementia communication skills and competencies.
3. Continuing the implementation of our delirium prevention and management programme using the 4-AT screening tool, Abbey pain assessment tool and 'PINCHES-ME' care bundle through staff education, audit and feedback.

B. Promote a sense of calmness and homeliness during an acute admission by:

1. Continuing to upgrade ward bays in line with dementia friendly principles (Grey et al, 2018).
2. Designing a sensory room as a place of calmness and space to relax.
This dedicated space will also allow us to deliver cognitive stimulation therapy and reminiscence therapy.

C. Outcome Measures:

➤ We will measure both process and patient outcomes using patient/family interviews, documentation audit and observation. We will look at the number of activity sessions delivered per week, number of 4AT forms commenced on eligible patients and the number of staff teaching sessions delivered.

We anticipate this combination of interventions will:

- Improve patient and family experience,
- Increase detection of delirium
- Reduce antipsychotic prescribing
- Reduce falls
- Reduce length of hospital stay
- Improve staff knowledge and sense of dementia competency

Louth County Hospital

Development of Dementia Friendly Environment for Older Persons Assessment Clinic in Louth County Hospital

Our Objectives are:

- Provide a space at the clinic for a waiting area that has appropriate lighting/ signage/ comfortable seating/ spacious for wheelchair users or persons with walking aids.
- Background music/T.V facilities/ Local Art work on the day by the Person with Dementia
- Appropriate colored signage to support with cognitive deficits
- Waiting area will be relaxed atmosphere in order to promote social interaction and reduce possible anxiety/distress for the person with dementia and/or family member or carer.

Benefits to the Patient:

- Maintenance of persons dignity, self-identity/ Patient centered approach
- Promotion of social interaction
- Reduction in anxiety/ behaviors that challenge.
- Orientation of the service user/Improved service user experience
- Non-clinical environment
- Ability to visually view and demonstrate types of cognitive stimulation aids/activities

Mallow General Hospital

Acute Hospital Quality Improvement Grant 2019 Mallow General Hospital

Our Quality Improvement Goal

- In our utilisation of this quality improvement grant we aim to promote independence and engagement in meaningful activities for patients with dementia by improving the layout and orientation of St Mary's Ward, by providing opportunity for sensory stimulation and by improving dementia awareness amongst staff and family members.

Our Quality Improvement Objectives

- Providing an environment that is geographically easier to navigate by the introduction of colour, pictures and signage.
- Minimising unnecessary noise by eliminating the present wander guard system and its alarm and introducing a swipe only access and intercom system.
- Aid patient orientation by the introduction of digital clocks displaying time, day and month.
- Introduction of dementia awareness education for all staff within the hospital.
- Introduction of activity boxes, activity aprons and blankets onto the ward to alleviate boredom by providing sensory stimulation.

Mullingar Regional Hospital

Regional Hospital Mullingar (RHM)

A general medical ward will undergo an environmental, education, and cultural redesign to create the first Dementia Friendly Ward in RHM.

The redesign will include:

- Creation of a Tranquillity Room
- Development of an Activities and Resource trolley
- Improvement of general signage, signposting and the Nurses' Station to align with Universal Design principles
- Purchase of two mobile recliner chairs to facilitate family members staying overnight
- Implement a bright coloured food tray to assist in dining place and utensil recognition.

Education will be provided for staff and family/carers of people with dementia and/or delirium through:

- Development of a Delirium Information Booklet
- Mobile information stands
- Education sessions
- Hospital wide implementation of the *4AT* delirium assessment tool

NDO funding will assist us in promoting independence, and self determination of care for the person with dementia and their family/carer, during their acute hospital admission in RHM

Naas General Hospital

National Dementia Office Acute Hospital Quality Improvement Grant 2020



A proposal to pilot a digital meal ordering system in the 6 bedded Dementia Bay in Naas General Hospital as part of the hospital 's Dementia Friendly Policy.

The project aims to ensure that patients in the 6 bedded dementia bay in Naas General Hospital will have their mealtime experience enhanced through staff education, communication supports , digital picture menus, appropriate cutlery /crochery and environmental changes.



Benefits of the digital picture menus ordering system;

- Improved communication between staff and the patient.
- Allows the patient to make their own choice using a visual aid.
- Patients will only be shown meals suitable to their dietary needs (e.g. modified texture diets/ Allergen etc).
- Improves patient safety; The correct diet is ordered and delivered to the correct patient.
- Reduced costs

Overall;

Improved meal time experience for the patient with dementia.



Portiuncula University Hospital

Is Fós Mé Féin!

(I am still myself!)

A joint project by the Medical Social Work & Occupational Therapy Departments in Portiuncula University Hospital (PUH) which aims to promote the wellbeing of those with a dementia diagnosis by empowering them and their families to make effective decisions and choices regarding their future care. We also aim to provide a solution to facilitating meaningful engagement during hospital admission and beyond.

Dementia Resource Point- DRP

Resource Pack

Dementia Activity Box

Our Dementia Resource Point (DRP) will comprise of :

- 1. Resource pack-** An easy-read resource pack with information regarding a dementia diagnosis, services available and it will include a hospital "Passport" for patients to carry across from their date of diagnosis with their list of medications and NOK details etc.
- 2. Dementia Activity Box-** Suited to individuals requiring stimulation with therapeutic intervention. It will include evidence-based items that will encourage conversation, interaction and are therapeutically beneficial for our patients wellbeing.

Sligo General Hospital

Delirium Living Lab SUH

Aim: To use Funding to reduce agitation due to Delirium, especially in the evenings



SUH

Dr Grainne O'Malley, Dr Fiona O'Sullivan, Jennifer Flannery ADON, Mary Casey ANP, Laura Maguire CNS, Aislinn Gannon



Human Centered Design applied to explore various options. Project commenced in the Autumn of 2019 following personnel change and was paused in March 2020 due to the COVID pandemic. Projected completion date June 2021

"We have identified three technologies to test, with the aim to roll out if successful"

TESTING MODELS



2 Sofas and 2 partitions for wards without rooms:
• Med South
• Med North
Costing Total **6,000** Euro
Furniture ordered and enabling works under discussion for start date.



Projectors for watching films, reminisce therapy, music:
• Med 7
• Med South
• Med North
Costing Total **1,000** Euro
To be ordered



One magic table, which is portable. It has an interactive light projector. It's a specialist piece of technology designed to support residents living with dementia, and is proven to help staff promote stimulation through specialized games
Costing Total **7,200**. (Ordered)



On interactive kiosk in med five, where there is limited space. It will have interactive information about stay, ability to play games and music
Costing: **4000** Euro
To be ordered



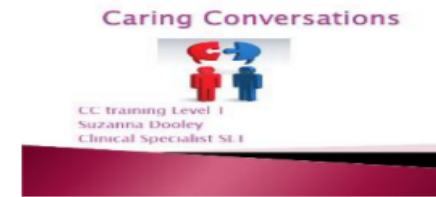
Work on the hospital environment such as colour coded doors and improved hospital signage is currently being costed



Total Grant: 24000 + 7500 = 315000
Repair of Medical 7 floor: 3000
Items as above: 18200
Projected spending: 21200
Remaining: 10,300 (remaining budget will be spent on hospital environment)

St Columcilles Hospital

Caring Conversations in Dementia Care Speech and Language Therapy (SLT) Department, St. Columcille's Hospital (SCH), Loughlinstown



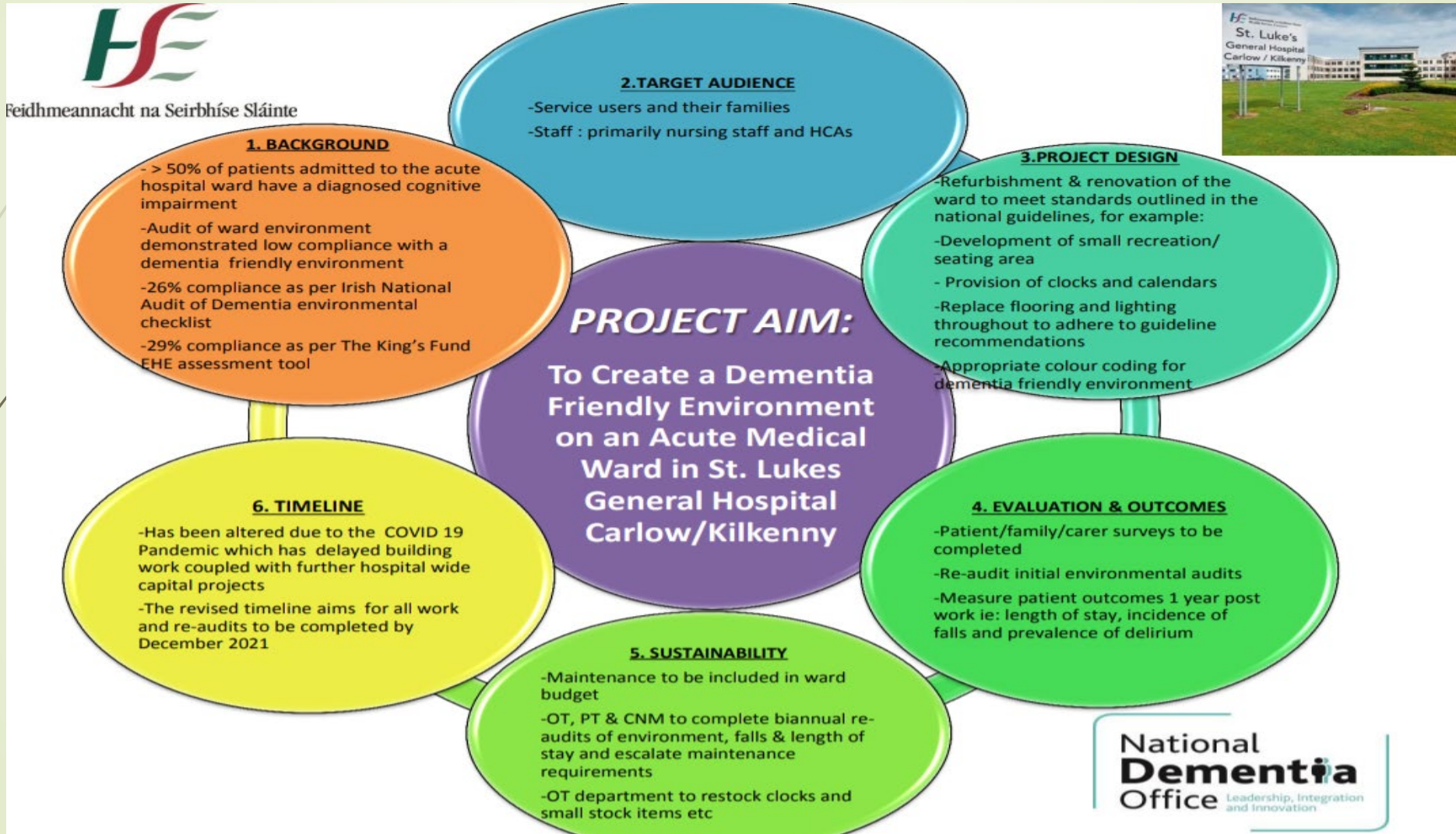
Caring Conversations in Dementia Care is an education and training program for acute care staff across all hospital disciplines and departments. It is designed to improve staff knowledge on the impact of dementia on communication, provide communication support training and enhance interactive opportunities. This initiative was developed and will be coordinated by Suzanna Dooley, Clinical Specialist SLT in dementia care. It has been funded by an acute hospital grant from the National Dementia Office and has full backing from the SCH management team.

This program addresses an identified need for increased communication access and support for people with dementia and the staff caring for them in acute hospitals. *The Caring Conversations Program* will expand the focus of our dementia friendly hospital which already boasts a Dementia Garden, Memory Technology Resource Suite, Conversation Coaching Intervention in the Out-Patient Service and an Alzheimer's Café. It fits well within an integrated healthcare approach and care pathway for dementia.

- The program is a two-tiered communication training program; Level 1: General Support and Administration staff (Security, Household/Catering / Medical Secretaries etc) and Level 2: Healthcare Professionals (Nursing Medical and HSCPs). The goal is to provide education and training for all hospital staff over a 9-month period. A mixed methods approach will be used to measure impact and inform sustainability. This training can be facilitated and is transferable to other acute settings nationally.
- In addition to the training aspect of this initiative, communication screening for all patients admitted to SCH with dementia will be carried out by SLTs to raise general awareness and to manage communication disabilities associated with dementia. Caring Conversations Program can facilitate a cultural shift amongst staff in terms of their role in interacting with patients with dementia by challenging and enabling them to change their behaviour, attitudes and skills to support communication and engage more easily.
- We look forward to commencing the Caring Conversations initiative later in the year, working safely in the context of COVID- 19.

SLT Dept., SCH, 2020

St Lukes Hospital



South Tipperary General Hospital



South Tipperary General Hospital *Ospidéal Ginearálta Tiobraid Árann Theas* Dementia Quality Initiative



Objectives

- ▶ Improve Awareness and Knowledge of dementia
- ▶ Deliver a programme of dementia friendly activities
- ▶ Recruitment and training of volunteers
- ▶ Specific equipment
- ▶ Enhance the environment
- ▶ Improve the experience for our patients with dementia

Achievements to date

- ▶ Piloting of dementia resource box
- ▶ Regular dementia quality improvement team meetings
- ▶ Improved signage and way finding
- ▶ Dementia friendly design in new buildings
- ▶ Use of dementia friendly technology

Areas of focus



St James Hospital

Activity Trolley Project

Aims and objectives:

- To provide a resource in the form of activity trolleys for health care professionals and support staff to provide therapeutic and social engagement with people with dementia in the acute hospital setting.
- To enhance well-being and promote quality of care by providing person-centred activities to people with dementia during their stay in the acute hospital setting.
- A number of well equipped activity trolleys will be purchased, each containing a range of products, that can be used to facilitate meaningful engagement with the person with dementia.
- The Dementia Services Information and Development Centre (DSiDC) will provide additional dementia specific education and training to assist staff to utilise the resource appropriately.

Example of Activities Trolley (sourced from www.ease.ie) (the products have been sourced from amazon.com)



St Vincents Hospital

HSE COMMUNITY HEALTHCARE EAST INPATIENT MENTAL HEALTH SERVICES
OCCUPATIONAL THERAPY DEPARTMENT
REDESIGN OF COURTYARD AND DINING ROOM – THE PSYCHIATRY OF OLD AGE
ACUTE UNIT, ELM MOUNT, SAINT VINCENT'S UNIVERSITY HOSPITAL

Project Summary:

The redesign of the unit's courtyard garden and patient dining room will enhance opportunities for people with dementia to participate and engage in activities that are central to maintaining and preserving their function.

Phase 1: Creating and designing these spaces drawing from universal design principles and dementia friendly garden designs.

Phase 2: Integrating the redesigned spaces into use through education within the multidisciplinary team and focused interventions lead by the occupational therapist with individual clients.

Phase 3: Evaluating across a spectrum of outcomes (clinical, service users & carer feedback, service/system improvement).

University Hospital Galway



- Original project submission has been amended to this project due to limitations of delivery of the “in-hospital Memory Café” in light of the Covid-19 pandemic
- Proposed new project **“Butterfly Unit”**
 - Dedicated hospital bay within a targeted medical ward
 - For persons with dementia (PWD) admitted acutely to hospital
- Project design
 - Principles based on Dementia Friendly Hospitals
 - 3-4 bedded hospital bay will be converted
 - Regular therapies (Art/music/reminiscence)
 - Materials to promote sensory stimulation
 - Regular MDT input
- Environment to work on recommendations of INAD-2
 - Piloting a dementia care pathway
 - Improved education for all hospital staff
 - Ensuring formal delirium screening, advance care planning and encouragement of non-pharmacological management of behavioural issues

Wexford General Hospital

Acute Hospital Quality Improvement Grant

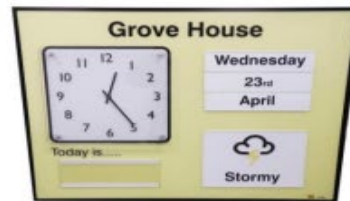


Wexford General Hospital



Our goals and objects are divided into two areas:

Our objective is to improve identified areas within our hospital to become dementia friendly which includes environmental aspects such as clues to help persons with dementia acquaint and adjust around the hospital setting and secondly is to improve dementia awareness through tailored education.



One of our aims is to redesign this room to make it into a two chair dementia friendly out patient infusion/transfusion room

Members of the team delivering dementia education to staff of WGH and Community

Help with orientations, higher engagement with the environment, improved wayfinding



CNM 2 Older Persons



Consultant Geriatrician



ANP Older Persons



Provide appropriate colours and signage to specific objects to identify their functions



dementia
understand together