



Our Vision

To provide every patient
with the care we want
for those we love the most

Norfolk and Norwich University Hospitals



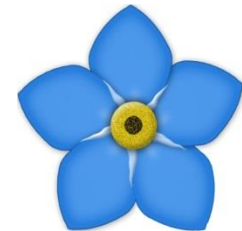
NHS Foundation Trust

Dementia Friendly Area Accreditation Scheme

Norfolk and Norwich University Hospitals

Liz Yaxley

Dementia Service Project Manager





Our Vision

To provide every patient
with the care we want
for those we love the most

What's the Point?

- Delivery of strategy at local level in wards, clinics and departments
- Legitimises conversations
- Enables sharing of good practice
- Benefits to:
 - our patients
 - our staff
 - the Trust



Our Vision

To provide every patient
with the care we want
for those we love the most

Process

- Meet manager of interested area to explain process
- Issue pre-assessment pack including evaluation form and King's Fund EHE guidelines
- Initial evaluation with area manager, links and DPM



Our Vision

To provide every patient
with the care we want
for those we love the most

Process continued..

- Evaluation reviewed by dementia strategy group and recommendations given to area manager. Timescale for second evaluation agreed
- Dementia strategy group approve accreditation and certificate awarded from Trust chair



Our Vision

To provide every patient with the care we want for those we love the most



Dementia Friendly Area Initial Evaluation

Area: _____

Date: _____

Completed by: _____ with _____ Title _____

	CRITERIA	EVIDENCE	OUTCOME	DATE & SIGNATURE
Staff	Dementia link is appointed and a means of sharing information established			
	80% of staff are 'Dementia Friends' with plan for new recruits			
Partnership working	Works in partnership with person with dementia and their families /carers to meet needs			
	Staff aware of specialist services and how to refer			
Person-centred	Demonstrates use of best practice relating to person-centred care			
	Appropriate resources are available for patients who would benefit from engagement in activity			
Reasonable adjustments	Reasonable adjustments are made to care services and process			
Environment	Environment has been assessed and adjustments made to improve well-being			
Audit	Positive outcomes achieved in relevant dementia related audits			



Our Vision

To provide every patient with the care we want for those we love the most



Norfolk and Norwich University Hospitals



NHS Foundation Trust

Dementia Friendly Area Accreditation Recommendations

Area: _____

	CRITERIA	ACTION REQUIRED	TIMESCALE FOR COMPLETION
Staff	Dementia link is appointed and a means of sharing information established		
	80% of staff are 'Dementia Friends' with plan for new recruits		
Partnership working	Works in partnership with person with dementia and their families /carers to meet needs		
	Staff aware of specialist services and how to refer		
Person-centred	Demonstrates use of best practice relating to person-centred care		
	Appropriate resources are available for patients who would benefit from engagement in activity		
Reasonable adjustments	Reasonable adjustments are made to care, services and process		
Environment	Environment has been assessed and adjustments made to improve well-being		
Audit	Achieves positive outcomes in relevant dementia related audits		

Second evaluation date: _____



Our Vision

To provide every patient with the care we want for those we love the most



Norfolk and Norwich University Hospitals



NHS Foundation Trust

Dementia Friendly Area Accreditation Second Evaluation

Area: _____

Date: _____

Completed by: _____ with _____ Title _____

	CRITERIA	EVIDENCE e.g.	OUTCOME	DATE & SIGNATURE
Staff	Dementia link is appointed and a means of sharing information is established	<ul style="list-style-type: none"> Staff/public noticeboards. Slots in team / governance meetings. Link supported by manager to attend training and facilitate link role in area 		
	80% of staff are 'Dementia Friends' with plan for new recruits	<ul style="list-style-type: none"> Active promotion of DF sessions. Seek other learning opportunities . Use of dementia care coaches 		
Partnership working	Works in partnership with person with dementia and their families /carers to meet needs	<ul style="list-style-type: none"> Advertise carers policy. Evidence of flexible visiting arrangements and discounts. Facilities to enable carers to stay overnight. Engagement in planning care and discharge. Good use of dementia support team /external agencies. Knowing who has dementia /is carer 		
	Staff aware of specialist services and how to refer	<ul style="list-style-type: none"> Dementia Support Team. MHLiaison. DIST/follow up care. Out-patient pathways. Service poster 		
Person-centred	Demonstrates use of best practice relating to person-centred care	<ul style="list-style-type: none"> Personalise bed space. Use of daily diaries to identify triggers for distress and promote wellbeing. This is Me 		
	Appropriate resources are available for patients who would benefit from engagement in activity	<ul style="list-style-type: none"> Resources accessible in waiting areas/day rooms . Utilise dementia support team, resources/technology 		
Reasonable adjustments	Reasonable adjustments are made to care services and process	<ul style="list-style-type: none"> Finger food menu. Patient flow. Extended appointment times. Adjusted mealtimes. Investigations when carers can accompany 		
Environment	Environment has been assessed and adjustments made to improve well-being	<ul style="list-style-type: none"> King's Fund EHE assessment 		
Audit	Positive outcomes achieved in relevant dementia related audits	<ul style="list-style-type: none"> Dementia PCC audits (ID scheme and This is Me). Dementia carer's audits. Matron's quality rounds 		



Our Vision

To provide every patient
with the care we want
for those we love the most

Essentials

- Trust Board approval
- Dementia strategy group
- Ward and department links
- Dementia support team
- Enthusiasm!



Learning from the pilot

- More information required before initial evaluation – examples and clarify process
- Do we call this ‘accreditation’?
- Should we be evaluating quality of interactions or is this a wider project?
- Do we invite carers to help review applications?



Our Vision

To provide every patient
with the care we want
for those we love the most

Norfolk and Norwich University Hospitals



NHS Foundation Trust

Any questions?

