

Nottingham University Hospitals 
NHS Trust

A specialist hospital unit for confused older people

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Nottingham University Hospitals NHS Trust

 NHS Service Delivery and Organisation R & D Programme  Medical Crises in Older People  National Institute for Health Research  The University of Nottingham
UNITED KINGDOM - CHINA - MALAYSIA





Current orthodoxy?

Hospitals are places of evil where frail older people must never set foot

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

Outline

- Why?
- What?
- How?
- Does it work?

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Why? There is a lot of it about

- 60% geriatric medical patients
- 30% general medical admissions
- 40% hip fractures
- 25% of hospital beds





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Why? Outcomes

General medical admissions over 70

| MMSE | Mortality | Median length of stay |
|-------|-----------|-----------------------|
| 0-15 | 24% | 10 days |
| 16-23 | 10% | 11 days |
| 24-30 | 8% | 7 days |





Sampson et al, Br J Psych 2009

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Why? Dissatisfaction

- 'Despite requests to the contrary, hospital staff continued to address him using his formal forename which he had not used for many years following experiences during World War Two. He found this disturbing and confusing'
- 'Ms R visited her mother in hospital and found her lying on the bed naked and cold'

Evidence to Nottingham & Notts Overview and Scrutiny Committee

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Why? Dissatisfaction

- 77% of carers dissatisfied with quality of care
- Areas of dissatisfaction:
 - Nurses not recognising or understanding dementia
 - Inactivity
 - Lack of social interaction
 - Involvement in decision-making
 - Lack of dignity and respect

Counting the Cost: Alzheimer's Society, 2009

Why? staff concerns

- Areas of concern for nursing staff:
 - communicating
 - managing difficult/unpredictable behaviour
 - ensuring patient safety
 - wandering
 - enough time to spend with patients, one-to-one care

Counting the Cost: Alzheimer's Society, 2009

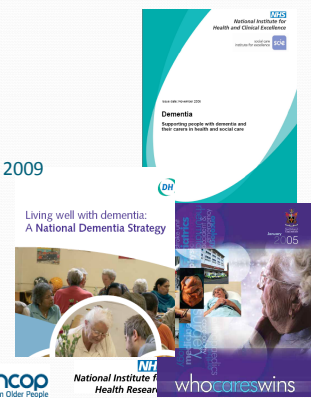
Problems for people with dementia

- Noisy busy environments
- Fast pace of work
- Intensive questioning
- Multiple new faces
- Moving through different departments and wards
- Inability to express wishes
- Taking account of other patients' needs

RCN Guidelines 2010

The policies

- Who cares wins 2005
- Everybody's business 2006
- NICE guidelines 2007
- National Dementia Strategy 2009
- Acute Awareness 2010



Stroke Units

- reduce mortality by 20%
 - reduce death or dependency by 32%
- ... compared with general medical wards

What is a stroke unit?

- Specialisation
- Expertise
- Consistency, procedures, policies

Why?

To find out

- How to make it work
- If it changes outcomes
- If this model of care is cost-effective

What? - infrastructure

- 28 bed acute geriatric medical ward
- Standard complement of ward staff
- Swipe card access doors
- Ward move
 - wandering space
 - day room
 - quiet room
 - floor colour

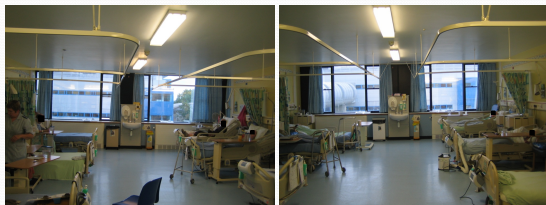
What? - infrastructure

- Organisational support
- Involvement of Mental Health Trust
- Multi-disciplinary development group
- Collaborator in School of Nursing

What? - environment

- Orientation cues
- Noise
- Signage
- Bed spaces
- Visual interest
- Safety

Spot the difference



Yellow bay

Red bay

Spot the difference



Yellow bay

Red bay

Environment



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What? – baseline ward staff

(28 beds)

- 19.5 RGNs (including ward manager and 3 deputies)
- 8.5 Health Care Assistants, 1 discharge coordinator
- 0.9 Occupational Therapist
- 0.5 physiotherapist
- 0.6 consultant geriatrician
- About half time of 1 registrar and 3 junior doctors

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What? – additional specialist staff

- 3 Mental Health nurses
- 4 Health Care Assistants (3 activities co-ordinators)
- 1 MH specialist Occupational Therapist
- 0.5 MH specialist physiotherapist
- 0.2 Speech and language therapist
- 0.2 geriatrician
- 0.1 psychiatrist

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What? - cost

- This is an experiment to see if we can make a difference
- Extra £280k /year
- [baseline cost of a ward is £1.5M]
- Funded as research support by PCTs, R&D, charity

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What? - training

- 3x3 time out days
- Stirling Dementia Centre workbooks
- On ward teaching sessions
- External advanced training (Bradford)
- Co-working
- Discovery and development

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How? Person-centred care

- Emotional and psychological as well as physical care
- Understanding
- Communication
- Non-confrontation
- Personal profiles
- Purposeful activity

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How? Activities

- Occupational profiling
- Every task is an activity
- Arranged activities for those who are able
- Times of day

Clothes

As our patients recover, it helps if they get up and dressed.

Please ensure that your relative has something to wear, preferably labelled.

Ask the nurse about arrangements for returning clothes for washing.

Thanks, B47

How? Family carers

- Proactive communication
- 'About me' and 'Caring together'
- Relaxed approach to visiting times
- Sitting, mealtimes

What does a dementia specialist physiotherapist do?

Doctors

- Medical diagnoses and management
- Mental health assessment
- Collateral histories, information giving
- Clinical therapeutics
- Prognostication
- Leading in decision making

Challenges

- You can overwhelm a ward
- Falls, nights
- One-to-one
- Inter-agency interface

Lessons

- General healthcare staff can learn about communication, psychological and emotional care
- You can reduce distress behaviour

Does it work?

- NIHR TEAM trial
- MMHU vs standard care
- Days at home, mortality, scales for QoL, disability, behaviour, satisfaction
- Non-participant observer study
- Qualitative study

Can we fix it? Yes we can

Health and Social Care award 2010

Can we fix it? Yes we can

I am a registered nurse with over 20 years experience of working for the NHS, but not until I saw the tenderness and respect given to John did I realise what a fantastic service it provides ... they are a special bunch of people on the ward

Patient and family feedback, NUH, 2010

More scandals

NHS failing in basic care of some elderly patients, warns watchdog
Care Quality Commission says some NHS trusts do not provide dignity and nutrition for some senior citizen patients

Doro Campbell, health correspondent
The Guardian, Thursday 21 May 2011
14:04 (BST)



The Royal Free Hospital NHS trust is failing to meet basic standards, according to the Care Quality Commission. Photograph: Bristol (courtesy image)
The NHS regulator today criticises the service for failing some elderly patients by giving them what the health secretary, Andrew Lansley, called "appalling levels of care" in hospital.

Guardian, 26-5-2011

Thought for the Day

If we are going to respect the dignity of frail elderly people in hospital we have to give people the time to be kind

John Bell, Iona Community
BBC Radio 4, 27-5-11

Acknowledgements

Nikki King, Simon Hammond, John Marrant, Gerry Edwards,
Catherine Russell, Sarah Henstock, Annie Ramsay, Caron
Swinscoe, George Briggs, Jenny Leggott, Andrea Ward

.... And all the B47 staff

Commercial break



Dementia Care A Practical Manual

Jonathan Waite
Rowan Harwood
Ian Morton
David Connelly

OUP 2008
£19.99

All you ever wanted to know, but were
afraid to ask