

building a caring future

HOSPITAL | COMMUNITY | HOME

Mental Health Services for Older People – Transforming the Inpatient Environment at North Tyneside General Hospital

Background

- February 2009 - Department of Health published Living well with dementia: A National Dementia Strategy.
- Northumbria Healthcare NHS Foundation Trust took up this challenge to significantly improve the quality of care for dementia
- Multi-million pound investment to bring together its Mental Health Services for Older People - three specially designed, purpose built inpatient wards that deliver person centred care in a modern mental healthcare environment.
- MHSOP - key stakeholder - had the power to influence and promote the design but also to set the quality aims and outcomes.
- Commenced in October 2014
- Opened July 2016

Key Aims of Environment

- Safe
- Homely and therapeutic, yet efficient
- Access to a variety of open spaces
- Good links and access to safe outdoor spaces
- Easy to orientate yourself
- Sensitive and appropriate use of colours, and textiles.
- Provide flexibility
- Use robust materials - require minimal maintenance.
- Ease of maintenance without disruption

Impact

Overwhelmingly positive comments from patients and staff

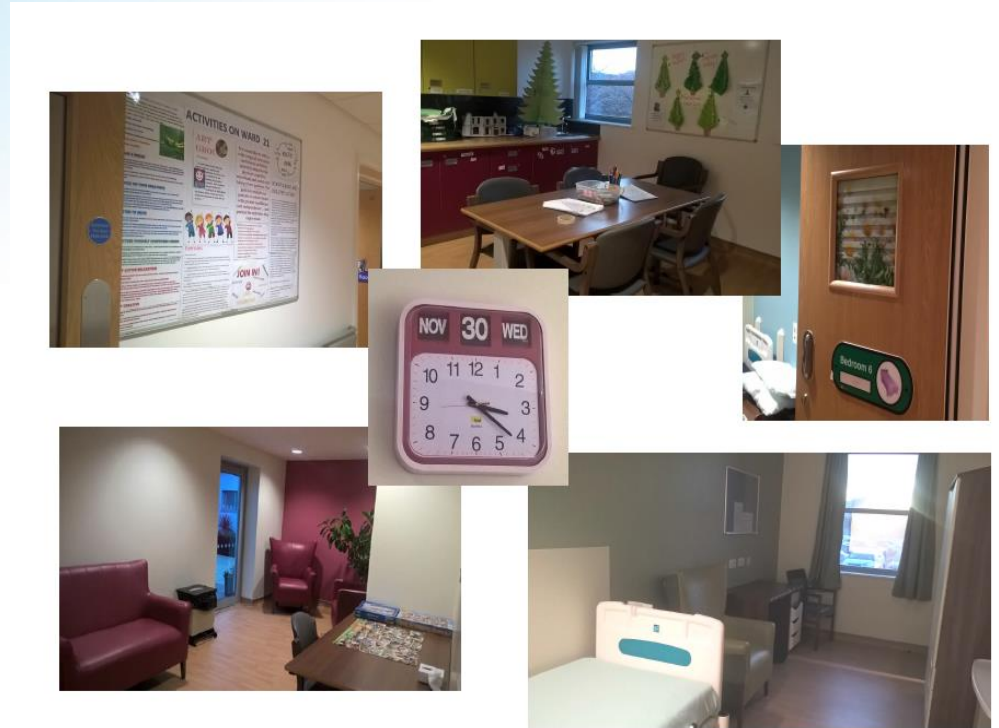
‘best clinical placement I have had and will be very sorry to leave when my placement is over’.

‘Social activities were well planned and the facilities were excellent’.

‘the mealtime experience was very calm, organised and the dining room promoted a pleasant environment for patients to eat. Each patient being treated as an individual and personal preferences being accommodated’.

Impact

- Bright and welcoming
- Dementia friendly environment
- Communal areas
- All of the bedrooms provide single en-suite facilities
- Observation windows have own character



Impact

- Safe outdoor spaces for patients
- Visual art for people with dementia and other mental health issues - has proved to have positive impact upon improving the psychological well-being of our patients
- Personalised touches – e.g. nativity done with patients
- communal dining encourage patients and staff to come together for meals



Impact

- The advantages of being in one location are immense:
 - Community team now able to be based in the unit
 - One big team working closely together to ensure best experience for patients
- 15 steps – Outstanding

Official opening in September 2016 - Supporter of Alzheimer's Society, actress Charlie Hardwick met patients, relatives and staff as she opened the unit

'today brings people together in a purpose built environment for those people with dementia, as well as other mental health illnesses. That seems to me to be a huge improvement – one that might signify the beginnings of a revolution in dementia care.'

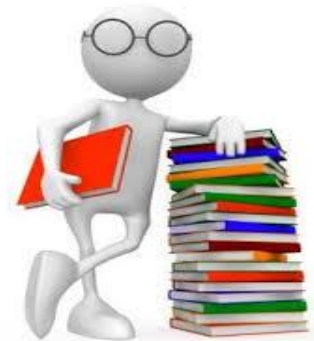


Why so successful

- The whole team played a part in every aspect of the build
- Staff are actively engaged in promoting recovery and delivering person – centred care, in a purpose built environment
- The Trust also has an outstanding two day training programme focussing on person centred care for people with dementia and delirium - supports staff to get the most out of the environment they are working in.
- To see the difference it is making to patients and families on a daily basis is amazing

Key Learning

- Involving and consulting with key stakeholders, working in partnership with patients, staff and carers.
- Using different forms of media to communicate and update.
- Sharing the losses as well as the wins.
- Celebrating your achievements.



**Thank You
Any Questions?**