

building a caring future

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











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'.

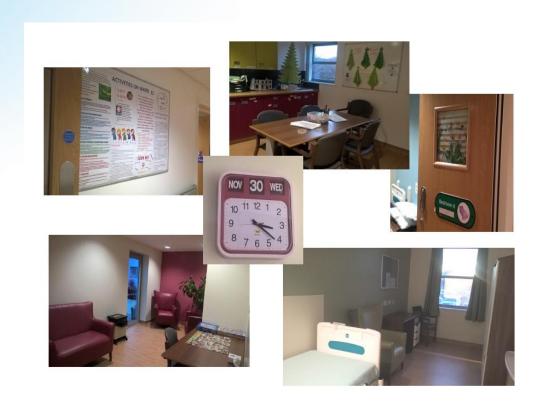
'Social activities were well planned and the facilities were excellent'.

'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'.





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



- 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





- 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'.

Former soap star opens new £6m dementia unit

By SONIA SHARMA

FORMER Emmerdale actress Charlie Hardwick has officially opened a new Effor facility to support older people with dementia. Charlie, an Alzheimer's Society supporter, unveiled a plaque at Mental Health Services for Older People

(MHSOP) at North Typeside General Hospital.

The unit, created by Northumbria Healthcare NHS Foundation Trust, brings together all in-patient services in one place and cares for patients living with vertous stuges of dementia as

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times of stabing swaterness of it could be seen as a special stability. It is come to appreciate the need for joined, case when it comes to looking after people with dementia and that it properties with dementia and that it provides. The briggs everything together in a with a seen as a special stability of the seen as the seen a

dementia care;
The unit, specially designed to suit the specific needs of patients, is made up of three separate wards.
In addition, communal day rooms



and has a garden area for putients to anyo the fresh air.
And Northumbria Hestilicare's liright charity has been working with the state of the fresh and the state of the part of the trust's long-standing heeling are programme which uses art as a therapoute medium to improve the

Samantha Allen, matron for MHSOP at Northumbria Healthcare, added: "I have spent all my 30-year career caring for adults with mental linesses and this has been the most rowarding part by far. improve mental health services for older people in North Tyneside, and being able to bring that vision to life, has been the most uplifting of experiences.

crow were in the new unit, to see the difference it's making to patients. Dr. Greig Ramsay, consultant psychia- arizet and head of Northumbeis Readit-care's MilSOP, said: The advantages of being in one location are immense.

"It's also given us the opportunity to have the community earn which head the community earn with the community of the co



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?