



**Northumbria Healthcare**  
NHS Foundation Trust

**THE NORTHUMBRIA WAY**

PEOPLE CARING FOR PEOPLE

# Improving the Experience of our Patients with Dementia, Delirium and Complex Needs

Ward 6 Northumbria Specialist Emergency Care Hospital



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# Ward 6 Acute Care of the elderly ward



The average age of a patient admitted to Ward 6 in 2023 is 83 years

**1 in 5** patients admitted to Ward 6 in 2023 have a 'Dementia' code

# What does the NICE guidance say about delirium in hospital and long-term care?



Staff can address cognitive impairment and disorientation by:

- Providing appropriate lighting and clear signage
- 24hr clock with the date
- Reorientating Patients
- Cognitively stimulating activities (for example, reminiscence)
- John's Campaign





**Our aim**

# Enhancing our patient experience

- Quality improvement project
- Staff training on the importance of therapeutic intervention for patients with dementia/delirium
- Falls prevention
- Mood changes
- Environmental changes to ward
- Calm and friendly environment
- Reducing patient's anxiety and stress
- Enhance patient experience



# Reminiscence Room



- Patients/relatives use the room daily
- Listen to music and reminiscence
- Enjoy tactile activities
- Read books and magazines

## Multipurpose space

Our activity Co-Ordinator provides arts, crafts and games to help elevate mood, encourage interaction and provide stimulus.

## Falls observation

We encourage singing and reminiscence

The room also hosts 'Lunch club' where patients eat together.

Socializing and eating together has led to an increase in fluid intake and improved nutrition.



# The fire corridor

- Our old fire corridor was decorated with beautiful visuals of Northumberland







## The jolly trolley

- ✓ A safe contained interactive unit that incorporates sensory lights.
- ✓ The trolley has Wi-Fi and can be used to search for the patient's favourite tv programmes, movies or music.
- ✓ It can be used as distraction therapy for patients that are confused and/or distressed.
- ✓ It is used by the nutritional assistants to provide refreshments – this can promote improved nutritional intake.
- ✓ Themed afternoons with treats and music have been a huge hit with patients (and staff!)



# **The impact on patient experience**

# Impact on mood

- Emotions indicator
- Happiness
- Loneliness
- Confusion



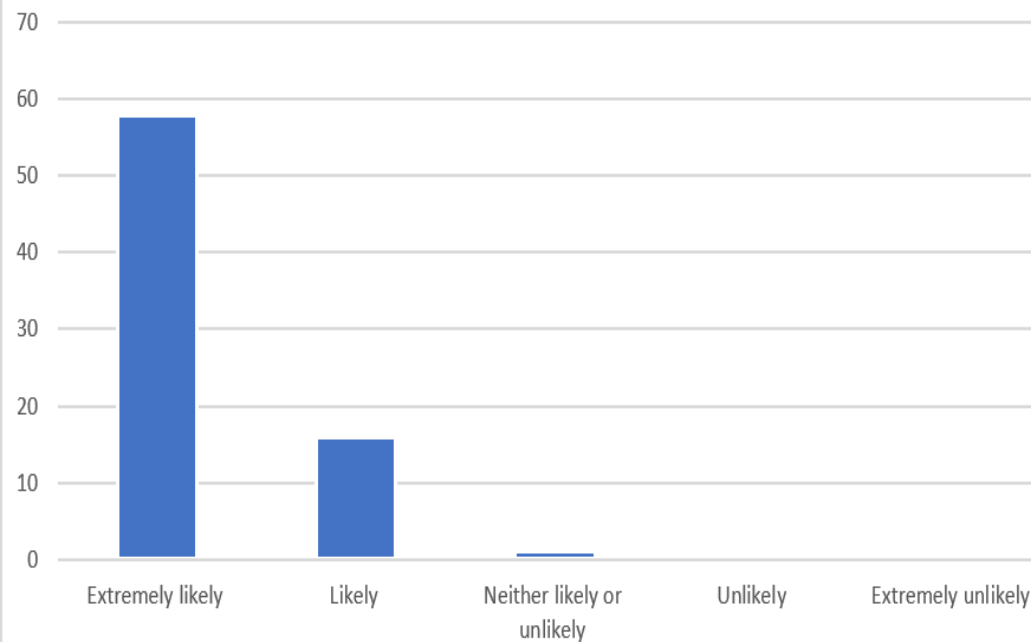
# Patient evaluation

## Recommendation of service



How likely are you to recommend our service to friends and family if they needed similar care or treatment?

(Sept '23 results)



# Patient feedback

(September and October '23)

*“I have really enjoyed it, chatting with the ladies about the good old days and the war. It has made my day”*

*“Enjoyed every minute – takes me back to when I used to teach”*

*“Takes me back to when I used to play dominoes at the club with my husband and the rest of the lads.”*

*“I was scared to come down as I don't mix well, but I really enjoyed painting and chatting. The company was lovely”*

*“I love it here (activity room) I would stay all day I could”*

*“I really enjoyed painting and when I get home, I am going to ask my family to get me paints. I have asked if I am able to come back if I am back in hospital again. Thank you”*

*“Lovely environment, encouraging patients to communicate and be active.”*