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Supporting seamless unscheduled care for dementia patients

CAV & WAST Partnership Bevan Exemplar project



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Bevan Commission's Foundations for the Future Model of Health and Care include:

- Building resilient and resourceful people & communities
- Reducing waste across health & social care
- Integrating care and tackling inequalities
- Using data and technology to support system change



Feedback from initial consultations from multiple partners told us:

- Unscheduled care process can be complex & can cause added stress to people affected by dementia
- Issues with long & difficult handovers causing delays in care, treatment and discharge planning
- Over-stimulation from ambulance & hospital emergency department environments are not conducive to the needs of the person with dementia

Project Outline



This Welsh Ambulance Service Trust (WAST) and Cardiff & Vale (CAV RPB) collaboration project aimed to:

- **Phase 1:** Research and stakeholder engagement to map existing process
- **Phase 2:** Consider improvement initiatives
- **Phase 3:** Environment modifications including therapeutic interventions and dedicated quiet spaces
- **Phase 4:** Implement and roll out improvement, collect and monitor feedback
- **Phase 5:** Full implementation, evaluate outcomes and sustainability planning



Foundation year's key objectives:



**ADAPTATIONS TO EMERGENCY
ENVIRONMENTS TO REDUCE DISTRESS
AND OVERSTIMULATION**



**MAPPING THE HANDOVER PROCESS TO
SUPPORT SMOOTHER TRANSITIONS
BETWEEN STAFF**



**INCREASING AWARENESS AND USE OF
BIOGRAPHICAL TOOLS, SUCH AS THE
READ ABOUT ME DOCUMENT IN CARDIFF
& VALE**



**DELIVERING TARGETED TRAINING
OPPORTUNITIES TO BUILD STAFF
CONFIDENCE AND CAPABILITY IN
DEMENTIA CARE**

Anticipated benefits:



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- Smarter handovers mean effective movement of the individual through care planning pathway
- Person-centred care provided by skilled staff
- Prevention of avoidable distress through improving physical spaces and environments
- Reduced pressure on the system through effective and smart planning



Delivery



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Preventing hospital admissions

Utilise data sets to build clear understanding of the footfall of people living with dementia in unscheduled care

Mapping existing services and initiatives which may divert or avoid ED admission. Engage with services to discuss dementia case mix and explore potential joint working and potential improvements

Efficient handover

Review handover process

Explore systems for areas where flagging and communication between services could be improved

Process Improvement

- Improving use of biographical tools
- Improving handover timeliness and efficiency
- Increase training opportunities
- “What Matters” conversations & patient surveys to map patient experiences
- Improving physical spaces and environments
- Where possible, having quiet spaces
- Improving interactive and social environment
- Reducing time spent, where possible in ambulance and emergency department
- Utilise Dementia Care Mapping in wards
- Efficient discharge planning

Co-production

Joint learning

Toolkits

Communication

Digital solutions



Outcomes

Read About Me
distributed
200

Emergency
Ambulance
changes
5

Ward
Environment
changes
2

Patient Experience
Feedback
80

WAST staff training
workshops
18

ED Staff training
9

E-learning video
views
135

Engagement sessions
(inc Lived Experience)
22



Example of dementia friendly ambulance



Interventions included:

- Opportunities for music
- Pictures of local areas on windows/cupboards
- Reminiscence therapy tablets

Window stickers for spaces without natural sunlight



Social interventions could include :

- Activities, arts and crafts, music.



Impact



Better understanding
of patient experience



Increased staff
education



Improved service
efficiency



Development of tools
and resources

Conclusions

- Better WAST–ED relationships enable clearer, timely handovers
- Biographical tools help staff provide person-centred care
- Training empowers staff to spot signs of confusion
- ED confirms cognitive issues are addressed and patients moved to dementia-friendly areas



Next steps



Continue to network and build together



Present findings across Wales



Scale and Spread



Continue to measure impact



Thank you

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