

Supporting Seamless Unscheduled Dementia Care in Partnership

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Background

On average, people with undiagnosed dementia are 3 times more likely to attend hospital.

People with severe dementia will stay in hospital 4 times longer than people without.

(Alzheimer's Society report 2024)

35% increase in people living with dementia regionally by 2035



1 in 2 of us will be affected by dementia in our lifetime (either through caring, developing the condition, or both)



Aims and Objectives



Adaptations to emergency environments to reduce distress and overstimulation



Increasing awareness and use of biographical tools, such as the Read About Me document in Cardiff & Vale



Mapping the handover process to support smoother transitions between staff



Delivering targeted training opportunities to build staff confidence and capability in dementia care

Approach

Read about me distributed
200

Ambulance Environment Changes
5

Wards Environment Changes
2

Patient Experience Feedback
80

Staff Training delivered to WAST
18

Staff training within ED
9

Sway Presentation video views
135

Engagement sessions including lived experience
22

Impact



Better understanding of patient experience



Increased staff education



Improved service efficiency



Development of tools and resources



Conclusion

- 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