

Supporting Seamless Unscheduled Dementia Care in Partnership

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Comisiwn
Bevan
Commission

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)



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

Outcomes

- Improved Understanding of Patient Experience
- Staff surveys revealed strong support for the biographical.
- Environmental Improvements in Ambulance and Ward Settings
- Expansion of Training Opportunities
- Process Mapping and Collaborative Learning
- Identifying key issues like environmental stressors.
- Clarity on Project Infrastructure and Governance



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