



CHKS
Insight for better healthcare
Part of the AdvT Group

Assurance in Dementia Care

Achieving excellence in dementia care quality

CHKS has an innovative approach to meet the challenge of dementia care in hospital settings. Working in partnership with Alzheimer's Society CHKS created an innovative assurance package designed to improve the outcomes for patients with dementia, provide reassurance to patients' families and enable healthcare providers to deliver efficient and effective care.

“It is estimated that £80 million a year could be saved by improving hospital care for people with dementia and that every general hospital has excess costs of £6 million because of the condition, due to worse outcomes for length of stay, mortality and institutionalisation.”

Source: The NHS Handbook, 2012

Key facts

- One in three people over 65 will develop dementia
- There are 800,000 people with dementia in the UK and this is set to double in the next 30 years
- Unrecognised dementia on admission leads to poorer outcomes including prolonged length of stay - up to 30% longer than patients without dementia and have an increased risk of mortality
- The cost of dementia in the UK is forecast to be £42 billion in 2024, rising to £90 billion by 2040
- The CQUIN scheme is offering financial incentives for identification and response to frailty in emergency departments

In partnership with



The CHKS solution

Every hospital needs to understand how they are performing against the highest standards in dementia care. Assurance in Dementia Care will benchmark your organisation and provide guidance as to where improvements can be made.

The programme consists of two phases: a diagnostic phase and a consultancy phase.

Diagnostic phase

This will consist of:

- a. Data submission from your organisation
- b. Data analysis – we will focus on a number of key indicators for two groups – those with a diagnosis of dementia recorded and those without, who are admitted for a group of acute conditions.

Sample indicators are:

- Average length of stay
- Incidence of falls
- Mortality rate

The output will benchmark your organisation's performance against the national performance distribution and show the range of variation and percentile performances.

To find out more, please email info@chks.co.uk

Diagnostic phase (cont'd)

c. Provision of report – we will present a performance feedback report to you and also provide a web-based dashboard to enable ongoing monitoring of performance against care quality indicators.

d. Baseline assessment of service provision in dementia – we will provide a set of dementia care standards which include the latest evidence and guidance in best practice. Within a three month period, you will undertake a self assessment which is followed up by a visit to formally evaluate compliance against the standards.

e. Assessment visit – a team of highly-experienced CHKS surveyors will carry out the assessment. The length of the assessment will depend on the size of the organisation or department(s) to be reviewed.

f. Assessment report – following the assessment visit, a report and action plan will be prepared. This report will highlight the successful areas and areas for improvement.

g. Presentation of findings – a presentation of findings will be made to key stakeholders/the executive team. During this meeting, we will make recommendations for the consultancy phase.

Consultancy phase

- Defined after the diagnostic phase and based on the findings of the data analysis and site visit.
- A typical programme of advisory work might incorporate up to 10 days of consultancy support and 10 days of training, depending on need and size of project.

Training

Working in partnership with CHKS, Alzheimer's Society offers a range of training workshops to provide your staff with the skills and knowledge to detect dementia and provide the specialist care required by patients with dementia.

Training courses

In partnership with Alzheimer's Society, we offer a range of training workshops. The workshops include:

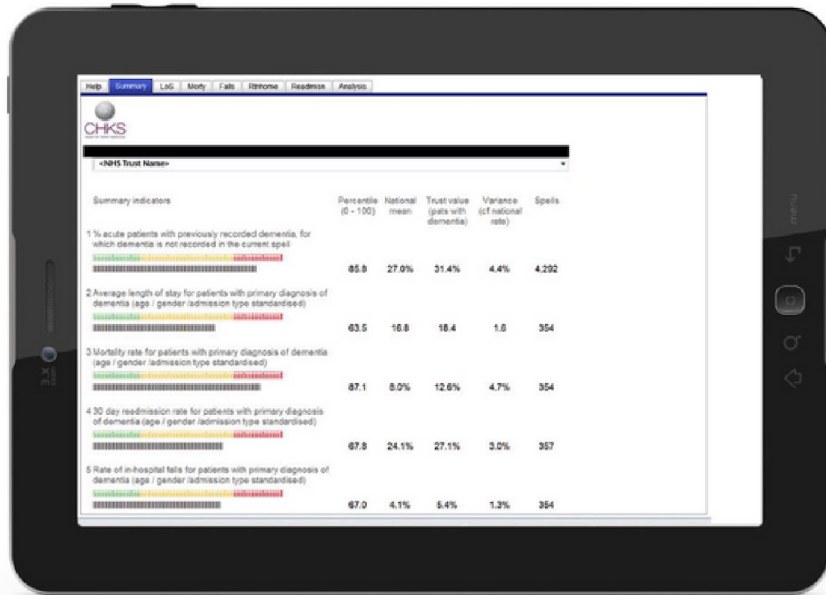
- Dementia awareness for staff in acute settings
- Caring for people with dementia in acute hospital settings
- Meeting the complex needs of people living with dementia
 - Communicating with people with dementia
 - Behaviours that challenge
 - End of life care for people with dementia.

Learning outcomes your staff can expect to achieve include:

- Explain what dementia is and describe common signs and symptoms of dementia
- Recognise the difference between Alzheimer's disease and mild cognitive impairment
- Recognise the difference between delirium and dementia, and delirium with dementia
- Examine the issues facing staff working with people with dementia in acute settings
- Explain the concept 'take time to save time'
- Identify the impact of the care environment for a person with dementia
- Explain what a person may be communicating through behaviour
- Recognise the disease trajectory, and how this may impact on the provision of care at the end of life.



Data analysis using indicator dashboards



Programme benefits

- Improve clinical outcomes of patients with dementia
- Provide assurance to stakeholders that you are addressing the dementia challenge
- Deliver cost efficiencies by avoiding unnecessarily long hospital stays
- Develop your reputation as a high-quality provider of dementia care
- Reduce anxiety and fear for patients with dementia
- Improve staff engagement with patients
- Increase staff confidence in caring for patients with dementia
- Reduce complaints.

Who is this programme for?

Leaders in healthcare organisations who understand the increasing problem of dementia and are committed to improving patient care, safety and well being while addressing the challenge of health service efficiency.

“The NHS Long Term Plan commits to further improving the care for people with demetia, identifying dementia as an improvement priority. It aims to improve the care provided to people with dementia and delirium, whether they are in hospital or at home.”

Source: NHS The Long Term Plan, January 2019

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