

HQIP Case Study:

National Audit of Dementia: maintaining a focus on the experience of people living with dementia and their carers – Submission to the RDMA20

This submission demonstrates:

High degree of patient and carer feedback in adapting to maintain a patient care strategy in a time of crisis
Rapid and continual involvement of patient and carer networks

Date: Richard Driscoll Memorial Award - Autumn 2020

NCAPOP: [National Audit of Dementia \(NAD\)](#)

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Summary

The National Audit of Dementia (NAD) looks at the quality of care received by people with dementia in general hospitals across England and Wales. This audit is applicable to all general hospitals which provide acute services on more than one ward to people over the age of 65.

The COVID-19 pandemic led to extensive reorganisation and redeployment of specialist staff within acute healthcare services. Audit and Quality Improvement work was suspended. This meant that the planned pilot and data collection for the National Audit of Dementia could not go ahead.

The Project Team were aware of the impact that the reorganisations were likely to have on people living with dementia who were admitted to hospital. In April a proposal was submitted to HQIP to carry out an information gathering exercise, surveying 2 main groups, carers for people with dementia, and hospital lead clinicians. The aim of the survey was to gain high level information about the impact of the pandemic on dementia care in hospitals.

Planning and Delivery

The proposal was approved in May, and 3 surveys were rolled out in June for hospital leads, carers, and for people with dementia. These focused particularly on care experience since the start of lockdown and asked about key aspects of care: visiting, availability of support, communication and information exchange. Hospital leads were also asked about the impact on the organisation's dementia strategy and the emergence of new ways of working to support good quality care.

Surveys for people with dementia and carers were co-produced by the Project Team and members of the Steering Group with lived experience, led by the Patient/Carer Adviser, Hilary Doxford.

The surveys circulated for one month to enable rapid analysis of the information. The Project Team produced a report which was approved by the members of the Steering Group involved in producing the surveys. This report was submitted to HQIP in August.

Impact

The Project Team produced a report which was approved by the members of the Steering Group involved in producing the surveys. This report was submitted to HQIP in August. Notable amongst key findings was the impact that the pandemic had had on visiting. 90% of carers had not been permitted to visit/remain with the person they care for in hospital, despite guidance permitting this when the person required such support and 43% had been given no explanation of the visiting restrictions. Hospital leads highlighted a loss of speciality wards and staff support, and also provided valuable information about various means used to maintain communication between people with dementia in hospital and family members who could not visit.

In the rapidly changing circumstances we continue to face, it is important for the Project Team to devise ways to ensure that audit development continues to be informed by feedback from people with dementia and their carers. We will continue to work with our Patient/Carer Adviser, members of the Steering Group and wider networks to do this.

Contact details

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Website information

For links to the Dementia audit report, summary and top tips extract view here:

[Hospital care since lockdown for people with dementia \(rcpsych.ac.uk\)](https://www.rcpsych.ac.uk/hospital-care-since-lockdown-for-people-with-dementia)