

# Identifying critical success factors which lead to improved outcomes for people with dementia, carers and staff in acute care

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## Aim

It is estimated that people with dementia aged over 65 currently occupy 25% of acute hospital beds at any time. People with dementia compared to all NHS patients generally stay in hospital longer, are more likely to experience falls, pressure ulcers or infections and have higher associated costs of care<sup>1</sup>.

Healthcare Improvement Scotland's Focus on Dementia portfolio is providing improvement support throughout the whole dementia pathway, including acute care. Our aim in acute care is to improve the quality of care, experience and outcomes for people with dementia in acute general hospital, carers and staff, in accordance with the 10 Dementia Care Actions<sup>2</sup>.

The aim of this project was to identify the critical success factors associated with improved outcomes for people with dementia, carers, family members and staff in acute care. The project is a partnership project between Healthcare Improvement Scotland's ihub, NHS Grampian and Alzheimer Scotland.

## Method

Four wards in Aberdeen Royal Infirmary (Department of Medicine for the Elderly wards – 303, 304, 306 and the Geriatric Assessment Unit) had been identified as areas delivering particularly good practice in relation to the 10 Dementia Care Actions in Hospital. A multi-agency/multi-professional project group was established to design the methodology to understand critical success factors and worked in partnership with the local area to take this forward. An appreciative enquiry approach was undertaken in the four ward areas in order to understand:

- data for improvement
- infrastructure to support quality improvement and quality of care
- staff, carer, family and patient experience, and
- activities and outcomes being achieved in relation to the 10 Dementia Care Actions in Hospital.

## Results

Fifteen critical success factors were identified under the 10 Dementia Care Actions in Hospital. The main themes were to focus on:

- quality improvement is everyday and everyone's business
- dementia-specific knowledge and skills/leadership
- good person-centred care, and
- making best use of the care environment.



## Conclusions

A report describing the methodology and findings of the work was published in May 2017<sup>3</sup>. The findings have been shared across Scotland, the UK and Europe at conferences and on blogs. The learning from this work will also inform future work to support delivery of Commitment 7 of Scotland's National Dementia Strategy.

## References:

1. Healthcare Improvement Scotland. Focus on Dementia: Supporting Improvements for People with Dementia in Acute Care. 2016. Available from: [ihub.scot/media/1094/2016001-fod-acute-case-study-report-web.pdf](http://ihub.scot/media/1094/2016001-fod-acute-case-study-report-web.pdf)
2. Scottish Government, 10 Dementia Care Actions in Hospital. <http://www.gov.scot/Resource/0042/00423472.pdf>
3. Healthcare Improvement Scotland. Identifying critical success factors for improved outcomes for people with dementia and their carers in acute care – a focus on NHS Grampian. 2017. Available from: [ihub.scot/media/2298/20170523-fod-grampian-report-1-0-web.pdf](http://ihub.scot/media/2298/20170523-fod-grampian-report-1-0-web.pdf)