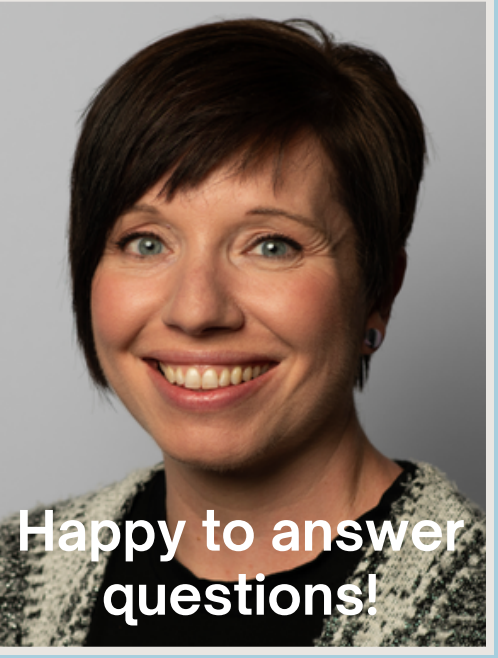


Improving hospital outpatient care for people with dementia

Co-designing and testing a toolkit and accompanying resources



Happy to answer questions!



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NHS

The Leeds Teaching Hospitals NHS Trust³



Led by the [Centre for Dementia Research](#), Leeds Beckett University, in partnership with people with lived experience of dementia and NHS staff

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Introduction

- People living with dementia (PLWD) regularly use acute hospital outpatient services for many conditions like heart disease, fractures and diabetes
- Limited existing research suggests they may experience challenges accessing outpatient services and receiving good care and support

Study Aims

- To explore experiences of outpatient care for PLWD and their families, including good practice and potential improvements
- To design and test a toolkit to improve outpatient care for PLWD

Study Design

Stage 1 Ethnographic study and scoping review:

Explored care experiences and potential improvements via observations, interviews and conversations with 12 PLWD, 22 staff and 12 relatives and a review of existing guidance and research.

Stage 2 Toolkit co-design:

A toolkit and accompanying resources were co-designed via 12 workshops with PLWD, families and staff using Stage 1 findings.

Stage 3 Feasibility testing and refining:

Tested the toolkit in two hospital departments. Feedback was sought via observations alongside discussions with 5 PLWD, 11 relatives and 22 staff.

The toolkit and example resources

1

The toolkit contains **five sections**:



Identifying dementia and the person's needs



Helpful information ahead of appointments



Support during appointments



Involvement and support of carers



Environments and accessibility

2

Each section contains **top tips** e.g.



Identifying dementia and the person's needs

TOP TIPS

IDENTIFY DEMENTIA EARLY IN THE APPOINTMENT

Ask about additional needs when people 'check in'.*

Display posters to invite people to self-identify memory problems or dementia.*

See the 'Resources' section for example posters that could be used or adapted.

3

And **resources** to help implement the tips e.g.

Posters offering the option to self-identify:

Cards to share the person's needs:

Each department chose resources to implement over a 5-month period.

Initial testing found:

The toolkit was feasible, acceptable and valued, with important refinements identified.

There was expected, context-dependant variability in whether and which elements were of use, reinforcing the choices the toolkit offered.

The stigma associated with dementia was a barrier for some, requiring adaptation of the language used.

NEXT STEPS

Refining and disseminating the toolkit based on feedback. For a copy, please contact: r.kelley@leedsbeckett.ac.uk



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Funded by
NIHR | National Institute for Health and Care Research

This study was funded by the National Institute for Health and Care Research (NIHR) Research for Patient Benefit NIHR204992. The views expressed are those of the author(s) and not necessarily those of the NIHR or the Department of Health and Social Care.