

“Small Steps, Big impact”

Shropshire Community Health Trust are making positive changes for patients with Dementia

Together we will achieve excellent person-centred care for every patient



Teresa Davis HCA & Housekeeper
Dementia Champion

My background and Role

Over 20 years experience

My role as Housekeeper

Healthcare Assistant

Dementia champion / volunteer

Currently studying at Coleg Cambria – Access to health Diploma

Enrolling to university 2018 – Adult Nursing

Strive to ensure compassionate, committed, quality person-centred care is implemented in our hospital for all patients, but with a focus on patients with Dementia

Training new staff, butterfly scheme, This is me, John's Campaign



My drive



- Treating every person with dignity and respect
- To change peoples perceptions about dementia
- To ingrain person-centred care into new starters, students and college students
- To work with families and carers
- Focusing on what the patient 'can do' NOT what they 'cannot do'
- Excellent person-centred care
- To try to prevent isolation in our community

MY ACTIONS



The need for a signposting booklet - putting it forward to management

Rang around, visited local services

Listening to patients & carers

Creating the booklet and “sharing information” (To support people to live independently at home)

Supporting carer’s

Bridging the gap between primary care services and hospitals

Arranging and attending local well-being and healthcare groups within the local town (Whitchurch Well-being forum) developing close links.

Visiting G.P. Surgeries around Whitchurch Community Hospital, sharing good practice

Arranging open days to share the good work we do within the community hospitals with our local commu

Liaising with all the departments within the hospital to distribute the booklet and this is me and to share ideas

Arranging dementia friends training for all staff from all departments – porter reception MIU

Preventing admissions, lowering costs, preventing 1-1 care



'This is me'



A dementia tool that provides information for health and social care professionals about the needs, interests, preferences, likes and dislikes of patients.
To encourage the primary care services to use this is me.

Our real life stories

Bob and Nancy

Patients names have been changed for confidentiality





A real life story of how implementing “This is me” along with person-centered care made a huge difference to Bob’s stay in hospital



Bob was admitted in 2016, he had a fall at home, when he arrived at hospital Bob was upset, frustrated, shouting, anxious and he found it very difficult to communicate.

After a while Bob required 1-1 care. Whilst caring for Bob I sat and had a chat to him and filled in the ‘This is me’ booklet with him.

Wow what a story!

Worked in a Cinema in Shrewsbury

Very happy times

Loved movies

Printed off old photographs

Bob no longer needed 1-1 care, happy, watched movies, staff would chat.

Bob was discharged a happy man



A real life story of how using the information in the “This is me” booklet made a difference to Nancy’s health

Nancy arrived at hospital, a quiet little lady, she had a diagnosis of dementia. Nancy would nod if you asked her if she would like a cup of tea or coffee.

Over a period of time we noticed that she was not drinking much and was at risk of becoming dehydrated.



Conversation with family

Lowered the risk



This is me filled in.
Person-centred care

Volunteers



Our volunteers

Aims – to improve patient experience for everyone

Focus on dementia and memory loss

Provide activities and stimulus to patients

Bring the outside into our hospitals

Memory corner - stimulation



Our progress at Shropshire Community Health Trust



New signposting booklet for carer's, distributed to GP surgeries and available on the wards and in all departments at Whitchurch Community Hospital

RITA: Reminiscence Interactive Therapy and Activities

Dementia friendly wards with large signs & colour coordinated door frames.

John's Campaign (carers passport) now in use

The Butterfly Scheme

Orientation board

New coloured crockery

Staff enrolling in Dementia Friends training

Sharing good practice and ideas with other trusts

Enrolling a new Advanced Nurse Practitioner (Mental Health)

New roles created Memory and Well-being Worker



ACTIONS FOR THE FUTURE



Future plans

To continue to liaise with outside services

To continue with excellent person-centred care for our patients

Sharing good practise

Working together with all departments within our hospitals and with the local community

Encouraging all staff to attend Dementia Friends training

Recruiting more volunteers

Further training and development

Encouraging more dementia champions on the wards

Creating a dementia friendly town / supporting Whitchurch to join the DAA

Changes as a direct result of our hard work

“Sit down” ❌

“What can I do for you?” ✓

“Do you need the toilet?” ✓

Positive feedback from carers and relatives

Patients and their carers now using the services in the booklet

“I feel proud to be called a carer after reading the booklet”

“I didn’t realise I was so important”

More staff aware of dementia and how they can help on Out-patients

Better person-centred care, music, dance, craft

A better understanding of patients needs “This is me”

Greater stimulation for patients

Staffs perceptions have changed

Johns Campaign – carers visiting passport – worked with SATH

Hopefully this presentation has highlighted some of the great work that we are doing within Shropshire Community Health Trust.

With enthusiasm and commitment we are making positive changes which are impacting on patients and staff alike

No idea is too small to listen to, these ideas have huge impact on our healthcare services and the care of our patients.

All the initiatives should be rolled out

Thank you for listening



