

Ensuring person-centred care for patients with Dementia within the Accident and Emergency Departments at Ayr and Crosshouse

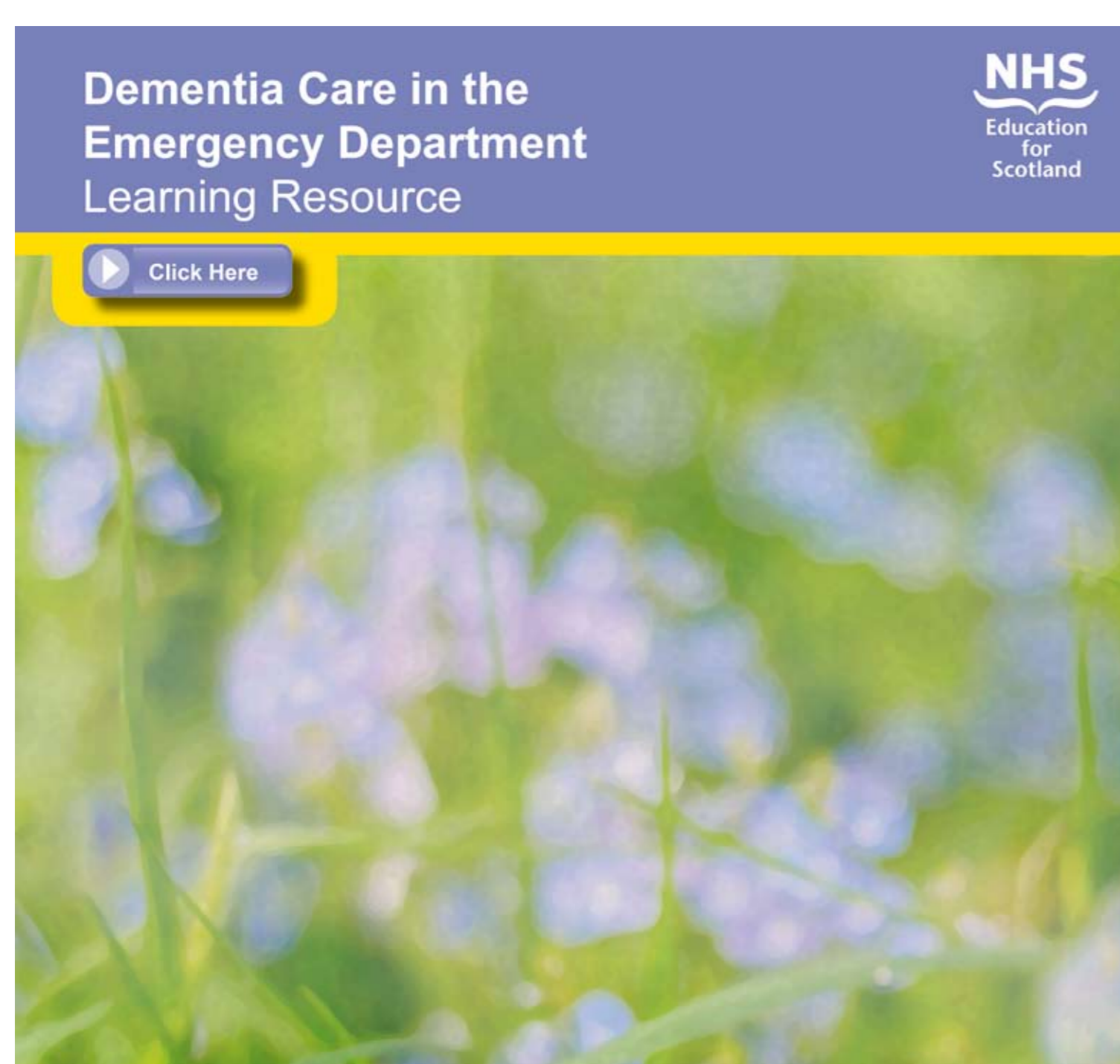
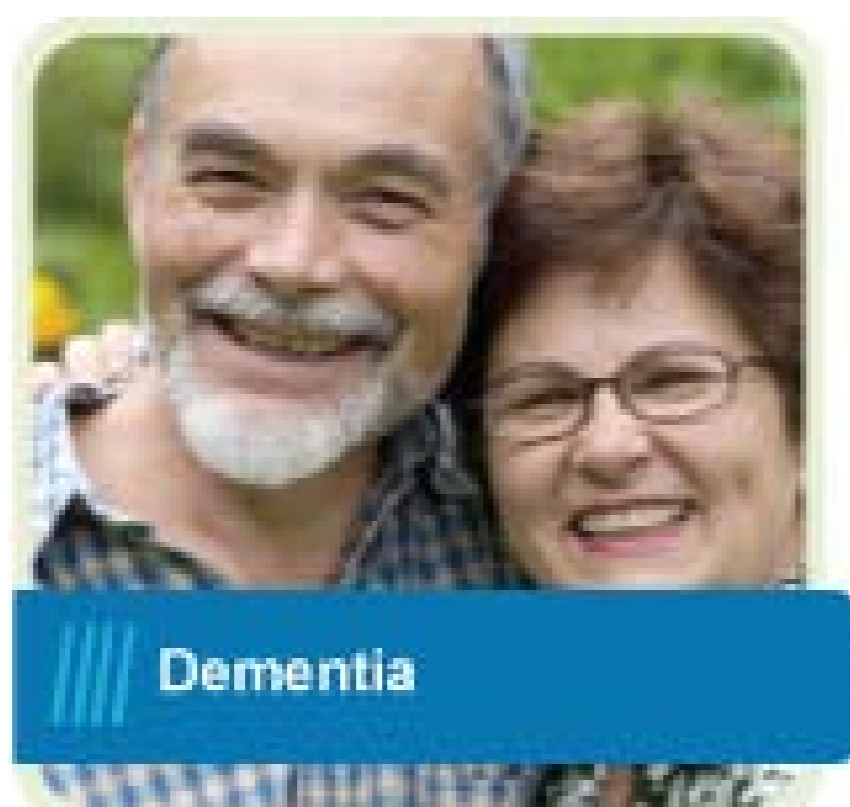
PROJECT LEADS:

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SUMMARY

Having recently completed their Dementia Champion training both project leads recognised that improvements could be made within their departments to better support patients who were suffering from Dementia and their relatives.

To support any changes and to improve the experience for patients and their families or carers it was recognised that all staff needed to have an insight and understanding of the needs of the patient with dementia. Effective Practitioner tools and resources were used as a framework for educating staff and supporting changes within the unit.



USING EFFECTIVE PRACTITIONER

Education packs were developed for staff. These contained:

- Printed copies of the Effective Practitioner, Clinical Practice Dementia activities.
- Guidance for completion.
- An activity log for staff to record and share learning.

Staff in the unit were also signposted to the supplementary resources on Effective Practitioner and in particular the NHS Education for Scotland learning resource for Dementia Care in the Emergency Department. Staff members within the department are also testing this resource in a Learn Pro format.

This Effective Practitioner Project was only the start of the journey to further support patients with dementia and their families and carers, within the Accident and Emergency Departments. Because of the large numbers of staff the training is still ongoing.

The education and learning from the Effective Practitioner activities and resources will also support future improvements within the units which include:

- Cognitive testing to identify patients with dementia or delirium presenting in Accident and Emergency.
- Development of a Frail Elderly Pathway.

SHARING LESSONS

“One of the key benefits of Effective Practitioner are the clinical practice activities. All the activities are reasonably quick for staff to undertake and are linked to the knowledge and skills framework.”