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Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board



<b>Meeting Date</b>	<b>26 April 2022</b>	<b>Agenda Item</b>	<b>6.1</b>
<b>Report Title</b>	<b>Dementia Friendly Hospital Charter Launch and Implementation</b>		
<b>Report Author</b>	Demelza Hayer: Corporate Practice Development Nurse Allison Rees: Senior Matron Corporate Nursing		
<b>Report Sponsor</b>	Helen Griffiths: Head of Corporate Nursing Stephen Jones: Group Nurse of Nursing Mental Health & Learning Disability Service Group		
<b>Presented by</b>	Gareth Howells: Executive Director of Nursing		
<b>Freedom of Information</b>	Open		
<b>Purpose of the Report</b>	The purpose of the report is to provide an update on the launch and implementation of the Dementia Friendly Hospital Charter across the Health Board.		
<b>Key Issues</b>	<p>Launch of Dementia Friendly Hospital Charter on 6<sup>th</sup> April 2022.</p> <p>Launch and implementation of the Dementia Friendly Hospital Charter will enable the Health Board to improve the service-user experience of accessing health care for people with dementia and their carers/relatives. The Dementia Friendly Hospital Charter will also engage multidisciplinary professions in promoting and sharing best practice in dementia care and will promote effective partnerships with key organisations including, Public Health Wales, Improvement Cymru, and the West Glamorgan Regional Partnership.</p>		
<b>Specific Action Required (please choose one only)</b>	<b>Information</b>	<b>Discussion</b>	<b>Assurance</b>
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Recommendations</b>	<p>Members are asked to:</p> <ul style="list-style-type: none"> <li><b>NOTE</b> the paper and current position and agree the proposed actions.</li> </ul>		

# DEMENTIA FRIENDLY HOSPITAL CHARTER LAUNCH AND IMPLEMENTATION

## 1. INTRODUCTION

This report will inform the Nursing and Midwifery Board of the current status of the launch and implementation of the Dementia Friendly Hospital Charter across the Health Board.

## 2. BACKGROUND

Standard 11 of the [All Wales Dementia Care Pathway of Standards \(Improvement Cymru, 2021\)](#) states, 'Wales will adopt the Dementia Friendly Hospital Charter with a regular review of implementation and outcomes'. The standards for dementia care have been scoped over the past 2 years with over 1800 people ranging from people living with dementia to voluntary sector organisations to practitioners across Wales and the UK. This work has been led by Improvement Cymru as part of the Dementia Care Programme and directed by the requirements of the [Dementia Action Plan for Wales 2018-2022](#), overseen by the Welsh Government Dementia Oversight Implementation and Impact Group (DOIIG).

Principles for practice in the Dementia Friendly Hospital Charter reflect the aspirations in the Dementia Action Plan for Wales 2018-2022. These cover a number of person centred, rights-based approaches including:

- Providing choice around mealtimes.
- Letting people sleep and wake at their own pace.
- Allowing flexible visiting times.
- Ensuring that care and treatment is culturally sensitive and that, where Welsh is a person's first language, care and treatment is provided in Welsh.
- Facilitating families and carers to continue to support a person with dementia whilst they are in hospital if they wish.
- Adapting environments so they are more 'dementia supportive' such as considering the layout and signage.

## 3. GOVERNANCE, IMPLEMENTATION AND RISK ISSUES

A Dementia Friendly Hospital Charter pre-assessment was undertaken prior to the launch on 6<sup>th</sup> April 2022. Pre-assessment also identified existing Health Board dementia friendly initiatives including: Adapted Abbey pain scale; Dementia in Primary Care Training package; Dementia Care Training Team; Dementia Champions; and, the Dementia Butterfly Scheme.

The formal launch of the Dementia Friendly Hospital Charter for Wales took place on 6<sup>th</sup> April 2022. During this virtual event, Health Boards including Swansea Bay, were invited to showcase dementia care innovation and improvement via a presentation and submission of a poster. A poster was designed and the Neath Port Talbot and Singleton Service Group Head of Nursing (Adult Services) volunteered to present findings of the Memory Impairment Advise Team (MIAT) pilot.

Seven clinical areas across the Service Groups have been identified to trial the Dementia Friendly Hospital Charter these are:

Hospital	Clinical Area	Manager	Public Health Wales Link
Morriston	Ward G	Hilary Thorne	Ian Dovaston
Morriston	Ward W	Heather Britton	Ian Dovaston
Singleton	Ward 2	Tamara Inglis	Ian Dovaston
Neath Port Talbot	Minor Injuries Unit	Lisa Thomson	Rebecca Hanmer
Gorseinon	West Ward	Gillian Dunn	Rebecca Hanmer
Tonna	Suite 2	Sharon Pontin	Michaela Morris
Cefn Coed	Derwen Ward	Deborah Morgan	Michaela Morris

Within the seven pilot areas, work will focus on implementing care around VIPS: Values; Individuals; Perspectives; and Social. The Service Groups leads are:

- Primary, Community and Therapies: Debra McNeil – Matron Gorseinon Hospital West Ward, OPD and RDU
- Mental Health and Learning Disabilities: Donna Sharp – Lead Nurse Older Persons' Mental Health
- Morriston Hospital: Claire Morris – Deputy Head of Nursing Medicine
- Neath Port Talbot Hospital and Singleton Hospital: Sharron Price - Neath Port Talbot and Singleton Service Group Head of Nursing (Adult Services)

Public Health Wales will liaise with Service Group leads to set up meetings to go through pilots.

Further information and supporting resources for the launch and implementation of the Dementia Friendly Hospital Charter can be found on the [Wales Dementia Friendly Hospital Charter Padlet](#). The Padlet will be updated regularly with new resources.

The launch and implementation of the Dementia Friendly Hospital Charter was publicised for Health Board staff via the Swansea Bay University Health Board intranet in a staff bulletin. SBUHB Communications Team have relayed that a pre-election period begins after March 18<sup>th</sup> 2022; therefore, to prevent the Health Board appearing to be promoting services / investments etc, they are unable to run any communications featuring local authorities or the Welsh Government etc. As the charter is linked to Welsh Government policy, the SBUHB Communication Team have advised to wait to publicise a press release until May 2022.

#### 4. FINANCIAL IMPLICATIONS

No financial implications identified at this stage.

#### 5. RECOMMENDATIONS

The Quality and Safety Committee are asked:

- **NOTE** the paper and current position and agree the proposed actions.

<b>Governance and Assurance</b>		
<b>Link to Enabling Objectives</b> (please choose)	<b>Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities</b>	
	Partnerships for Improving Health and Wellbeing	<input type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	<b>Deliver better care through excellent health and care services achieving the outcomes that matter most to people</b>	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>	
<b>Health and Care Standards</b>		
(please choose)	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
<b>Quality, Safety and Patient Experience</b>		
Launch and implementation of the Dementia Friendly Hospital Charter will enable the Health Board to improve the service-user experience of accessing health care for people with dementia and their care partners. The Dementia Friendly Hospital Charter will also engage multidisciplinary professions in promoting and sharing best practice in dementia care.		
<b>Financial Implications</b>		
No expenditure currently required.		
<b>Legal Implications (including equality and diversity assessment)</b>		
No legal implications identified at this stage.		
<b>Staffing Implications</b>		
Nominated staff will be required to support the Implementation.		
<b>Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)</b>		
Implementation of the Dementia Friendly Hospital Charter will provide evidence of Health Board compliance with the Well-being of Future Generations (Wales) Act 2015 in the provision of the well-being goals 'a healthier Wales' and 'a more equal Wales'. The Dementia Friendly Hospital Charter will facilitate a society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood, and a society that enables people to fulfil their potential no matter what their background or circumstances.		
<b>Report History</b>	No previous reports regarding the Dementia Friendly Hospital Charter.	
<b>Appendices</b>	None	