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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	23 August 2022	Agenda Item	3.6
Report Title	Dementia Friendly Hospital Charter		
Report Author	Demelza Hayer: Corporate Practice Development Nurse Allison Rees: Senior Matron Corporate Nursing		
Report Sponsor	Stephen Jones: Group Nurse Director Mental Health & Learning Disability Service Group		
Presented by	Gareth Howells: Executive Director of Nursing		
Freedom of Information	Open		
Purpose of the Report	The purpose of the report is to provide an update on the implementation of the Dementia Friendly Hospital Charter across the Health Board.		
Key Issues	<p>The Dementia Friendly Hospital Charter was officially launched on 6th April 2022.</p> <p>The 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.</p> <p>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>		
Specific Action Required <i>(please choose one only)</i>	Information	Discussion	Assurance
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recommendations	<p>Members of the Quality and Safety Committee are asked to:</p> <ul style="list-style-type: none"> NOTE THE REPORT 		

DEMENTIA FRIENDLY HOSPITAL CHARTER

1. INTRODUCTION

This report will inform the Quality and Safety Committee of the current status of the 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 AND RISK ISSUES

A Dementia Friendly Hospital Charter pre-assessment was undertaken (Appendix A) prior to the launch on 6th 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 6th 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 Health Board have been identified to trial the Dementia Friendly Hospital Charter these are:

Service Group	Hospital	Clinical Areas
Morrison SG	Morrison	Ward G and Ward W
NPT & Singleton SG	Singleton	Ward 2
NPT & Singleton SG	Neath Port Talbot	Minor Injuries Unit
PC & T SG	Gorseinon	West Ward
MH & LD SG	Tonna	Suite 2
MH & LD SG	Cefn Coed	Derwen Ward

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

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.

Each Service Group provide update reports that are presented at the Health Board Dementia Friendly Hospital Charter Steering Group.

Following the launch of the charter it has been agreed that a Dementia Steering Group will be set up within the Health Board. The purpose of this group is to focus on initiatives that will improve service user experience. These will include relaunching the Butterfly scheme and reviewing dementia training across the Health Board.

4. FINANCIAL IMPLICATIONS

No financial implications identified at this stage.

5. RECOMMENDATION

The Quality and Safety Committee are asked to:

- **NOTE** the report

Governance and Assurance		
Link to Enabling Objectives (please choose)	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input checked="" type="checkbox"/>
Health and Care Standards		
(please choose)	Staying Healthy	<input type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
<p>The Dementia Friendly Hospital Charter was launched on 6th April 2022 and 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.</p>		
Financial Implications		
No expenditure currently required.		
Legal Implications (including equality and diversity assessment)		
No legal implications identified at this stage.		
Staffing Implications		
Nominated staff will be required to support the Implementation.		
Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)		
<p>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'.</p> <p>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.</p>		
Report History	The attached report was presented to the Q&S Committee in April 2022.	
Appendices	None	