

Healthwatch: Dementia Patient / Customer Experience

Briefing to Health and Well-Being Board

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Patient/Customer experience

Evidence collected through 'enter & view' visits to hospitals and care homes, patient stories, outreach, Dementia Project Group, Day centre(50+ stories):

Day centre

- *'...the people here are lovely, we sing and dance together'* (SU)
- *'... the workers here really care they find out all about us and they are kind'* (SU)
- *'.. Transportation does become a problem for people as the illness develops'* (worker)

Diagnosis

- *'diagnosis took a long time'* GP and hospital
- *'hospitals should test all new patients because some of the people here (ward CXH) may need extra assistance'*

Care homes and hospitals (observed on dignity champions visits)

- *'...there are a lot of staff but (on the whole) they don't seem to interact with the residents'*
- *'...nursing staff were not differentiating between someone who has dementia and someone who did not, unclear if hospital staff have extra training to learn about the illness?'*
- *'The residents are not taken out in to the wider community'* (carer)
- *'families are not involved in care until something goes wrong'* (family carer)

Areas for improvement (to date):

- Confidence in GP ability to effectively screen for dementia
- Regularity of care reviews – GP and social services every year/15 months?
- Integration of health and care services
- Staff training (inc. GPs, support staff, hospital staff)
- Information on how to access services especially for self funders
- Inpatient care including discharge planning
- Respite and support for carers,
- Quality and confidence in care homes and home care, particularly staff,