

# **A Multi-Phase Practice Development Project on an Acute Ward for Older People with a Cognitive Impairment in a General NHS Hospital**

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# Why we need dementia friendly wards

A review of the literature showed:

- Hospital cultures are task-focused, not person-centred
- Negative outcomes for person with dementia
- General hospital staff find it challenging to care for someone with dementia
- Carers and relatives are dissatisfied with care

Source: Dewing and Dijk, 2014

# Practice Development



- Many staff want to know more about dementia
- In reflecting on some staff's experiences of care they were involved with enabled them to think about why patients might get upset or angry, but also to think about helping strategies
- Staff generally wanted to know how to communicate more effectively with their patients

# Ethnographic research in hospitals

- Ethnography: qualitative approach to document patterns in behaviour and norms, values, attitudes and beliefs in a small-scale setting.
- How: participation observation in combination with other methods
- The dilemma of participant observation in the hospital setting: how do you fully participate?
- Introducing the ethnographer-as-volunteer role

# Can the project make a real impact on the care of people with dementia?

- Observations show that there have been some small incremental and sustained positive changes to person centered care by some staff
- There are areas in which person centered care is not delivered consistently
- The plan is to provide dedicated practice development sessions to the whole team

# Thank you for listening!

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