The centre opened in 2005 at Hammersmith Hospital – The largest facility of its type in Europe. The unit as a whole supports 3100 patients and serves 2 million people living in Northwest London.
Auchi is part of the Renal & Transplant Centre and it is the hub to 7 satellite services around Northwest London.
The majority of the dialysis outpatients at Auchi have complex needs that require the expertise of a multidisciplinary team.

- Dementia
- Learning Disabilities
- Post operative
- Recovering from stroke
- Mental health
- Antisocial behaviour
- Prisoners
- Other additional complex comorbidities
There are 3 sessions per day, with approximately 8 people with dementia per session, so they have 24 people with a diagnosis of dementia every day. Usually a patient would attend for dialysis 3 times a week for 4 hours.
“We are the last resort for some patients”

“We will try all options to keep people”

Maura Appleby – Auchi Ward Manager
Art Therapy has supported patients who have been verbally and physically abusive. The number of incidents has significantly reduced since its introduction, as patients have an appropriate outlet for their anger and frustration.
Auchi contacted the Dementia Care Team

“How can we make the dialysis experience better for our patients with dementia and the staff caring for them?”
Aims & Objectives

• Explore the impact of meaningful activity on patients and staff experience.
• Explore whether working on a life story project with staff improves the person with dementia’s experience of dialysis.
• Explore whether knowing more about the person with dementia’s life story changes how the staff feel about the patients.
• Develop a new model for dialysis in person with dementia’s which incorporates meaningful activity as an essential part of the therapeutic process.
My Life Equipment

Supporting great science, excellent patient care and a healthier community.

Imperial College Healthcare NHS Trust

innovation respect care achievement pride
So What’s Happened?

- Staff members need to be with patients to support continued engagement with activities – there is not enough staff to support this.
- There was an expectation that the Dementia Care Team would complete the Life Story work and develop the activities.
- Hand held equipment is challenging for those with muscle wastage.
- Staff did not fully engage with the Life Story Project - we underestimated the level of support needed by the staff in Auchi to proceed with this.
- One size doesn’t fit all, care needs to be individualised.
- Family carers have reported that their relative functions much more highly at home.
- Auchi enhances the behaviours that challenge – noise levels, staff with visors, alarms on the dialysis machines, large volumes of people, nothing to do, distressed patients, angry patients, prisoners with prison guards.
The Auchi Environment
Bert the Bookie
Moving Forward

• External facilitation of Life Stories - ‘A Life Story Week’

• My Life updates, so that films & TV series can be screened, more games

• More Equipment: Rainsticks, balls, liquid timers, Snoozelen equipment (infection control)

• Training of staff (behaviours that they find challenging – this will include PAIN, de-escalation techniques)
Moving Forward

- Environmental changes – waiting areas & bed areas, could we redesign a bay? For a more tranquil & calmer environment

- Alzheimer’s Society ‘Side by Side’ Project – Development of Activities

- Specials Team Development in Medicine

- HELIX - environments

- Development of a business case for more staff around new ways of working / activities

- Enhanced model of care for person with dementia - activity / rest periods that could be transferred to other satellites
thank you
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