Development of a hospital workforce to provide informed and skilled care for people with dementia

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Development of an acute hospital workforce
Initiatives

- Environmental changes
- Training of the workforce
- Activities Care Crew
- Engagement of third sector providers
- Volunteers
Royal Berkshire Hospital, Reading, UK

- 3,600 staff (WTE)
- 813 inpatient beds (627 acute)
- An annual budget of £228 million
Environment changes
Environmental Changes
Environmental Changes
Environmental Changes
Environmental Changes
Training of the workforce

4 hour simulation workshop

Optimum 12 attendees

Multi-disciplinary team approach

28 occurrences with 266 staff
Evaluation of training
Differences between Pre and Post Questionnaires
Increased my confidence in caring for people with dementia

Scenario 3
- Strongly disagree
- Neither
- Strongly agree

Scenario 2
- Disagree
- Agree

Scenario 1
- Strongly disagree
- Neither
- Strongly agree
Activities Care Crew

- Non-ward based team
  - 8 wards (3 dedicated elderly care) a total of 194 beds
  - Introduced in February 2014

- 5 healthcare assistants, currently led by a physiotherapist

- Financed through unfilled posts

- Cover 7 days a week, 8am-9:30pm
Activities Care Crew

- Referral process – form, phone calls, pager
- Care Crew ring all wards in the morning
- Prioritise depending on patients, staffing levels and liaise with matrons
- Flexible and adaptable
- Experienced and use clinical reasoning
- Support wards when short staffed
- Support discharges and accompanying patients to the discharge lounge
Activities Care Crew

Figure 1. Patients seen by care crew

Figure 2. Medical non-elective admissions for people aged over 65
Third sector engagement

- Reminiscence – supported by the care crew, chaplaincy and the Museum of English Rural Life (MERL)
  - Phillippa Heath from the MERL said: “It is wonderful to be able to use our collections to stimulate memories and start fascinating conversations with hospital patients.”
Admissions

Figure 2. Medical non-elective admissions for people aged over 65

- Admissions
- Linear (Admissions)
One to one care

**Figure 3. Specializing shifts by type**

- Early Shift
- Late Shift
- Night Shift
Reduction in falls

Figure 4. Falls per 1,000 bed days
Thank you

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