



Using stories with pictures to obtain feedback from people with dementia



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Aims

25% of inpatient beds are occupied by people with dementia. The varying communication difficulties experienced by this group can make it difficult for them to express their views.³ Evidence supports the use of pictures with this group of people to support obtaining feedback,⁴ with this in mind we aimed to:-

- Regularly obtain impartial feedback utilising pictures from a group of patients potentially missed by other feedback mechanisms
- Identify themes from feedback and use this to inform change
- Improve overall patient experience for people with dementia and ensure person centred care of the highest standards is being delivered.

Methodology

- Volunteer given education in regards to dementia, delirium and adults with incapacity
- The 'pictures with stories' element of Care Opinion identified as a useful tool to aid feedback
- Engagement of Senior Charge Nurse (SCN) within an Ageing and Health area
- iPad and paper version of pictures sourced to be utilised with patients
- Inclusion criteria included people with a diagnosis of dementia who either retained capacity or had permission from their Power of Attorney/Guardian
- Volunteer shadowed Dementia Nurse Consultant until capability and confidence levels reached
- Volunteer attends area regularly to obtain feedback impartially
- SCN responds to feedback on Care Opinion by mirroring the same format utilised by patient
- Themes are identified and changes implemented to enhance experience.



Results

- Feedback now consistently and routinely sought from all patient groups including those with dementia
- Over 30 pictures with stories shared to date with common themes identified:-



93% reported they were happy with care

Change implemented:-

- Patient feedback now regularly shared with all Multi Disciplinary team members



27% reported not entirely happy with food

Changes implemented: -

- Increased input from dietician colleagues
- Increased staff involvement during meal choice
- Increased co-ordination and staff presence during mealtimes



30% reported being bored with little activities

Changes implemented:-

- Investment in activity equipment including reminiscence materials and games
- Activity corner developed within communal area of ward
- Activity programme implemented which included additional volunteers, therapist and outdoor activities.



- Person centred improvements implemented
- Overall patient experience improved
- Model developed that could be easily replicated elsewhere

Feedback August 2018



Feedback February 2019



Conclusion

This project has proven to be a sustainable and worthwhile method of consistently and impartially obtaining feedback from people with dementia and communication difficulties. It supports the 2020 vision by not only identifying areas for improvement, but also utilising a person centred approach and ensuring that the highest possible standard of care is being delivered. Further volunteers have been recruited within NHS Forth Valley to allow other areas to also gather patient experience in this manner.

References: 1. The Scottish Government Patient Rights (Scotland) Act (2011), Edinburgh. 2. The Scottish Government 2020 vision (2011), Edinburgh. 3. www.dementiastatistics.org/statistics/hospitals/ (accessed 7th January 2019). 4. Murphy J, Tester S, Hubbard G, Downs M, MacDonald C (2005) Enabling frail older people with a communication difficulty to express their views, the use of Talking Mats as an interview tool. Health & Social Care in the community 13 (2) 95-107