

Hospitals Transformation Programme: Dementia Focus Group

1 March 2024



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Why are we here?



- Where are we in the process?
- Latest developments
- Your feedback
- Questions

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Introduction

Where are we in the process?



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PRH will become the site specialising in 'Planned Care'



- ✓ Diagnostic endoscopy
- ✓ Vibrant planned care site, planned inpatient surgery with medical and surgical inpatients on a planned pathway of care
- ✓ Adult and child outpatients
- ✓ Day case surgery centre
- ✓ Midwife led unit
- ✓ 24/7 urgent treatment service, which would enable c.65% of patients who would have attended the traditional accident and emergency medicine department to be seen at PRH
- ✓ Dedicated procedure suite for local anaesthetics
- ✓ Enhanced rehab facilities and new therapy led wards
- ✓ Respiratory diagnostic and treatment centre
- ✓ Cancer treatment day unit

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Princess Royal Hospital dedicated planned care hub – aligned with HTP



Work is progressing on our £24million Planned Care Hub at PRH. This purpose-built facility will consist of four theatres and a dedicated recovery area for elective care.

The hub will enable us to deliver day case operations all year round which means that:

- Our patients will face **fewer delays** for treatment, improving outcomes
- We are **far less likely to postpone procedures** due to winter and bed pressures
- Able to deliver more procedures per year

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RSH will become the site specialising in Emergency Care



- ✓ Emergency Department
- ✓ Urgent Treatment Centre
- ✓ Critical Care Unit
- ✓ Consultant-led Maternity Care
- ✓ Children's Inpatient Services
- ✓ Emergency and Trauma Surgery with complex, planned and Children's Surgery
- ✓ Emergency Medicine, including Cardiology, Stroke, Respiratory and Acute Medicine
- ✓ Consultant Neonatal Services
- ✓ Head and Neck Inpatient Services
- ✓ Radiotherapy and inpatient and day Cancer Care and treatment

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At both sites....



- ✓ 24 hour urgent care services
- ✓ Midwife led maternity services
- ✓ Outpatient Adult
- ✓ Day case chemotherapy
- ✓ Outpatient Child
- ✓ Frail and elderly care services
- ✓ Diagnostics
- ✓ Diagnostic Endoscopy



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Where are we in the process?



- We've **worked with our lead clinicians** to add further detail into the clinical model to start to design the **“flow” of clinical services** (how our clinical teams will work and connect to each other).
- **OBC approval** has been given
- The IRP report has been **published** with the overall **conclusion** that
“subject to the recommendations in the report the Hospitals Transformation Programme (as described in the NHS Trust’s outline business case) is the best way forward to improve acute hospital services for the whole population served in Shropshire, Telford and Wrekin, and mid Wales”.
- **Preparations underway** to be ready for the implementation phase
- **Full planning permission** has been granted for our new healthcare facilities at RSH
- Public feedback is continuing to inform the development of our proposals. This **involvement will continue and increase** and over the next few weeks, months and years there will be many opportunities for people to help us influence the physical environments and people’s experience of our services.



Our considerations so far...



- Our architects have reviewed and are considering dementia guidelines in future designs
- Our dementia team colleagues attended some of the design sessions and provided input, they have also provided advice to the architects.
- We have noted dementia clocks and naming conventions to rooms, particularly in areas where this patient group are likely to attend.
- Started an internal wayfinding workstream to support dementia friendly signage
- Our plans will be aligned to our wider estate plans to ensure consistency across our sites to support those with dementia
- We are working in line with Patient-Led Assessments of the Care Environment (PLACE) guidance



Our proposed dementia strategy



Our dementia strategy will drive the improvements that are needed within our Trust and outlines the goals we hope to achieve for our staff

- To provide dementia awareness (level 1) to all staff via a workbook
- To provide level 2 Dementia training (to all staff involved in face to face care) though planned workshops over the next 2 year
- To use the Abbey pain scale (observational pain assessment)where appropriate on People living with Dementia admissions who are unable to answer the standard question regarding having any pain.
- Dignity and respect with the use of the All about Me Passport/Support plan completed within 24hrs of admission. This will be placed on lockers, a copy in notes and uploaded to the clinical portal to be update don each admission.
- To work to improve identification of unmet need with people living with dementia through their admission.
- Environments that are dementia friendly(use of red trays, dementia friendly crockery, signage)
- Together we achieve Partnership working with carers (John's campaign, carer's passport, Butterfly scheme).
- To screen all admissions as appropriate for cognitive changes.



Update from our architects: AHR

Our ideas so far...

Dementia Consultation

What we heard from Karen Breese, SaTH's Dementia Clinical Lead



- There is not a one size fits all solution
- There is great importance of giving people signage that tells them where they are and what time it is.
- Shrewsbury has a high rate of frail and elderly patients that frequent the hospital. It is advised that there are places to sit / stop along corridors.
- Consider signage which will help people identify quiet areas early on upon arrival
- Whilst there can be contradicting visual needs between those with conditions such as autism and those with dementia (i.e. strong colours can be preferred for dementia patients, whereas muted for those with sensory overload), these can be reconciled. What is also important to focus on are issues which both types have in common, such as issues around noise, issues with shadows, issues with high contrast geometric patterns.

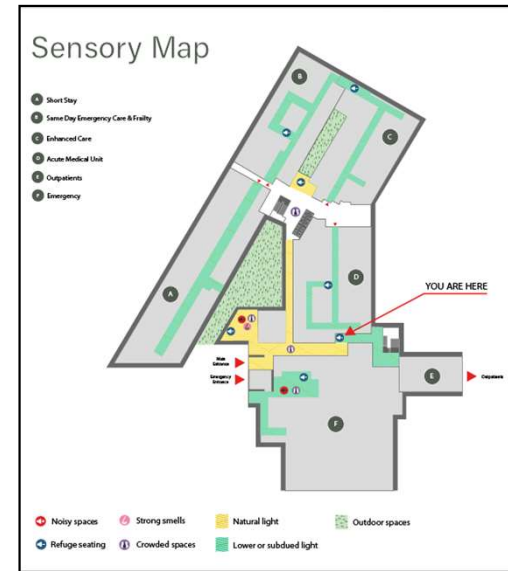


Wayfinding and reassurance

Sterling guidelines:

'Texture can aid wayfinding for those who rely on their fingertips to read their environment and can stimulate touch and memory.'

'There are unique landmark objects on arrival to the building, through the building and in key activity spaces to aid wayfinding eg artwork.'



All images are indicative and for illustration purposes only to support discussions in this session.



Wayfinding and reassurance

Sterling guidelines:

'Utilising door recesses, providing larger high scale projecting signage and colour coded panels next to each door can aid wayfinding'

'The doorway should be recognisable from a distance and have high contrast to its surroundings'



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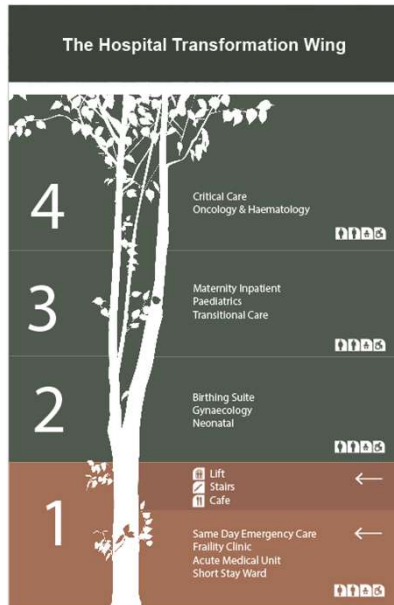


Wayfinding and reassurance

Sterling guidelines:

'There is at least 30% LRV difference in contrast between the tone of the writing on the sign and the tone of the background of the sign.'

'The ageing eye loses the ability to discriminate between colours so tone is more important in terms of contrast.'



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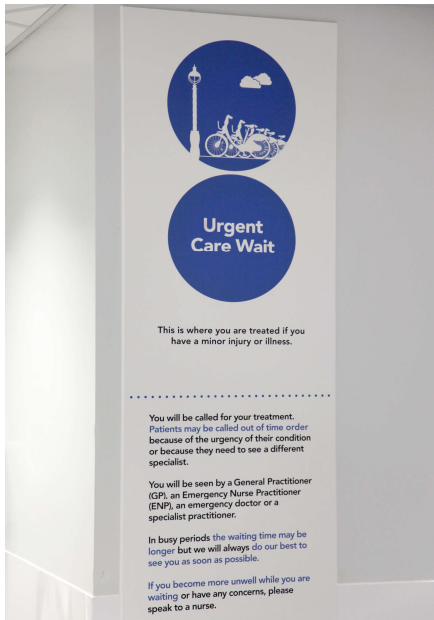


Wayfinding and reassurance

Sterling guidelines:

'There are plenty of accurate analogue clocks which are large and easy to understand'

'There is legible and coherent signage scheme to help with wayfinding for everybody.'



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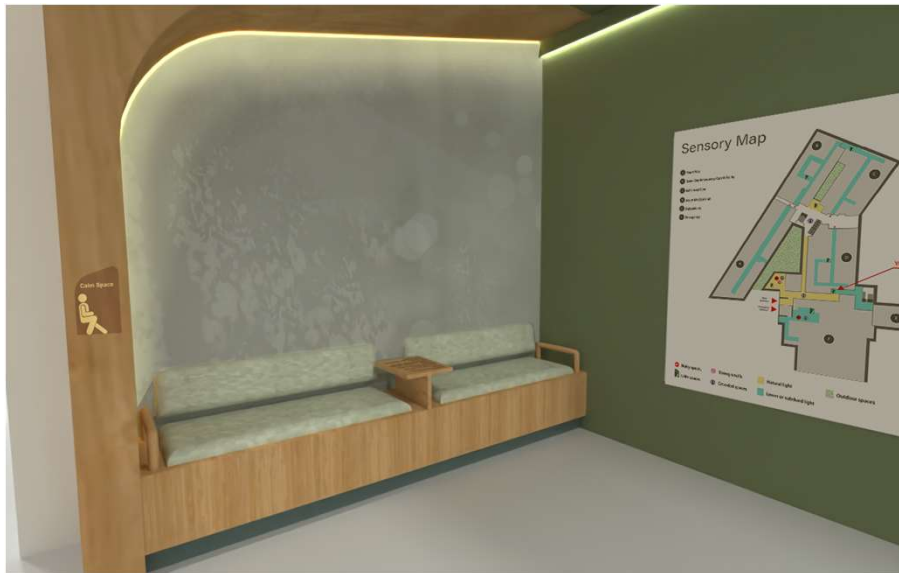


Furniture

Sterling guidelines:

'Internal finishes, fittings and furnishings promote sound absorption, dispersion and diffusion eg soft furnishings, perforated ceilings panels.'

'There are alternative quieter spaces available for the person with dementia to use which are away from busy key spaces'



Exploring distinctive Calm Space icons to look out for!

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Furniture

Sterling guidelines:

'Frequent areas of seating along the way will help provide opportunities for rest for those with reduced mobility or physical fitness.'



A typical hospital corridor provision



A design for a corridor 'calm space'

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Furniture

Sterling guidelines:

'A quiet area where people living with dementia can sit in privacy whilst they wait for their appointment.'



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Furniture

Sterling guidelines:

'Seating layout should be considered in small clusters which will be more calming than an airport style of rows and will support communication between patients and the people accompanying them.'



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Colour and Texture

Sterling guidelines:

'Attractive focal points such as a piece of art, an interesting object or view from a window which can serve as a talking point and help to reduce any anxieties. The use of artworks can help to create a less clinical environment and increase feelings of comfort and security.'



Tactile panels integrated within calm space seating



Tactile surfaces built into furniture armrests and tables to help lower anxiety for service users with autism and dementia. Opportunity to incorporate lightly engraved poetry.

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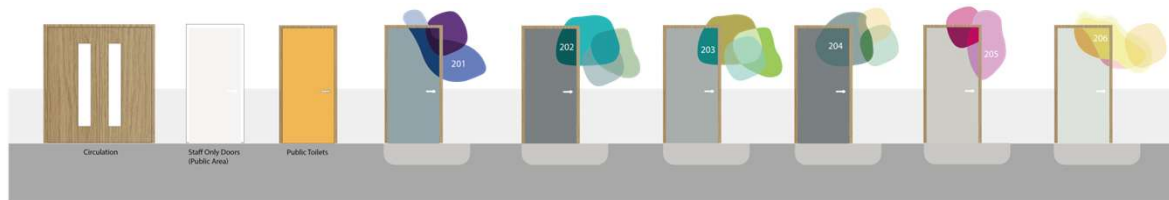


Colour and Texture

Sterling guidelines:

'Toilets should be highly visible from the entrance/ waiting area and well signed within a corridor of consultation rooms. A signature colour will help these to stand out from all other doors.'

'Wall colours are warm to maximise light levels'



Yellow toilet door

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How can you remain involved...



The Shrewsbury and
Telford Hospital
NHS Trust



Integrated
Care System
Shropshire, Telford and Wrekin

Public Involvement – focus groups



We are entering an exciting phase for the programme as we design the detailed patient pathways. We will continue to ramp up engagement and communications, working closely with our local communities, patients and colleagues

- **Womens and Children focus group: Tuesday 5 March, 10am – 12noon MS Teams**
- **MEC & SAC focus group: Friday 8 March, 10am – 12noon MS Teams**
- **We have two specialised focus groups coming up:**
- **RSH main entrance – 20 March, 10:00am – 12noon;**
- **Children and Young People – April 13th, 10:00-12:00**
- **All focus groups have the presentation, Q&As and action logs uploaded onto our website for complete transparency**

If you would like us to attend an existing meeting or join you at an event, please email:

sath.engagement@nhs.net

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Public drop-in roadshows



Thursday 14 March
Montgomery Market, 10am – 2pm

Thursday 4 April
Wem Town Hall, 9am – 12noon

We will continue to engage and work closely with our local communities, patients and colleagues every step of this journey to improve the experience for all our communities.

Over the coming months, we will be holding drop-in style roadshows across Shropshire, Telford and Wrekin, and mid-Wales.

These informal sessions will be an opportunity to hear more about the programme, latest developments and most importantly what it means to our patients and the communities we serve.

Online About Health presentation
30 April, 6pm – 7pm

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Thank you



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