Dementia-friendly ward environments

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Why do we need dementia-friendly environments?

- People with dementia may have difficulties with:
  - Memory and learning
  - Perception – recognition of objects / people
  - Practical skills – feeding, dressing
  - Judgement – understanding of the situation and what is appropriate
  - Communication – expressing needs (including pain) and understanding others
  - Adaptability
Why we need dementia-friendly environments - 2

- The person may have difficulty managing their emotional response to their experience
  - Fear
  - Distress
  - Loss
  - Anger
  - Panic
  - Suspicion
  - Denial

- The person’s dementia may have been made much worse by delirium, leading to excess disability
NICE Guideline
Interventions to prevent delirium

- Address cognitive impairment and/or disorientation by:
  - providing appropriate lighting and clear signage;
  - a clock (consider providing a 24-hour clock in critical care) and a calendar should also be easily visible to the person at risk
  - talking to the person to reorientate them by explaining where they are, who they are, and what your role is
  - introducing cognitively stimulating activities (for example, reminiscence)
  - facilitating regular visits from family and friends.
NICE Guideline
Interventions to prevent delirium - 2

- Ensure hearing and visual aids are available to and used by people who need them, and that they are in good working order.

- Promote good sleep patterns and sleep hygiene by:
  - avoiding nursing or medical procedures during sleeping hours, if possible
  - scheduling medication rounds to avoid disturbing sleep
  - reducing noise to a minimum during sleep periods.
Principles of good dementia design

- 1. Design should compensate for disability
- 2. Design should maximise independence
- 3. Design should enhance self-esteem and confidence
- 4. Design should demonstrate care for staff
- 5. Design should be orientating and understandable
- 6. Design should reinforce personal identity
- 7. Design should welcome relatives and the local community
- 8. Design should allow control of stimuli (noise, light...
Principles into practice

- King’s Fund Enhancing the Healing Environment Programme
- Range of resources for developing supportive design for people with dementia in hospitals
- ‘Is your ward dementia-friendly? The EHE Environmental Assessment Tool
The assessment tool domains

<table>
<thead>
<tr>
<th></th>
<th>Description</th>
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<tbody>
<tr>
<td>1</td>
<td>The environment promotes meaningful interaction</td>
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<td>between patients, their families and staff</td>
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<td>2</td>
<td>The environment promotes well-being</td>
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<td>3</td>
<td>The environment encourages eating and drinking</td>
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<td>4</td>
<td>The environment promotes mobility</td>
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<td>5</td>
<td>The environment promotes continence and independence</td>
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<td>6</td>
<td>The environment promotes orientation</td>
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<td>7</td>
<td>The environment promotes calm and security</td>
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What can be done?
**MEANINGFUL ACTIVITY**
Can be encouraged by providing:
- Books and games
- Drinks and snacks
- Gardens
- Handrails
- Interactive artworks
- Memorable
- Places to walk
- Resting points
- Social spaces

**FAMILIARITY**
Can be enabled by:
- Domestic scale seating and dining areas
- Personal and self care items
- Photographs and memory boxes
- Recognisable sanitary ware
- Traditional crockery and cutlery

**OUTCOMES**
- Easing decision-making
- Reducing agitation and distress
- Encouraging independence and social interaction
- Promoting safety
- Enabling activities of daily living

**LEGIBILITY**
Can be aided by ensuring:
- Clear sight lines
- Discrete security measures
- Even lighting
- Matt, even coloured, flooring
- Noise reduction
- Uncluttered spaces

**ORIENTATION**
Can be supported by:
- Artworks that reflect the seasons
- Calendars
- Large face clocks
- Natural light
- Outside spaces
- Photographs of local scenes
- Signs denoting ward and hospital name
- Views of nature
- Visible staff

**WAYFINDING**
Can be helped by using:
- Accurate colours
- Artworks
- Identification of boys, bed and social spaces
- Signage - pictures and text
Orientation can be supported by:

- Artworks that reflect the seasons
- Calendars
- Large face clocks
- Natural light
- Outside spaces
- Photographs of local scenes
- Signs denoting ward and hospital name
- Views of nature
- Visible staff
Familiarity can be enabled by:

- Domestic scale seating and dining areas
- Personal and self care items
- Photographs and memory boxes
- Recognisable sanitary ware
- Traditional crockery and cutlery
This is me

This leaflet will help you support me in an unfamiliar place

Please place a photograph of yourself in the space provided.

My name

My hearing and eyesight

My communication

My mobility

My sleep

My personal care

My eating and drinking

My medication

Date completed: ____________________ By whom: ____________________

Relationship to patient: ____________________

In signing this document, I agree that the information in this leaflet may be shared with health and care workers.
Meaningful activity can be encouraged by providing:

- Books and games
- Drinks and snacks
- Gardens
- Handrails
- Interactive artworks
- Memorabilia
- Places to walk
- Resting points
- Social spaces
Legibility can be aided by ensuring:

- Clear sight lines
- Discrete security measures
- Even lighting (bright, no glare)
- Matt, even coloured, flooring
- Noise reduction
- Uncluttered spaces
Way finding can be helped by using:

- Accent colours
- Artworks
- Identification of bays, beds and social spaces
- Signage – pictures and text
Interactive artwork at Kings College Hospital
Recommendations for one ward at YG 1 – short-term, inexpensive

- 1. A door release system be fitted, as on the adjoining ward.
- 2. Broken down areas of flooring to be replaced.
- 3. Sign-posting of key areas of the ward.
- 4. A range of materials for stimulation and engagement of people with dementia to be available on ward.
- 5. “This is me” booklets to be used routinely with people with dementia.
- 6. Space provided for patients to have some important personal possessions / photographs to reinforce identity.
- 7. Alternative storage for mattresses to be provided, to free up bathroom.
- 8. Ensure toilet seats and hand-rails contrast with white porcelain.
Recommendations for one ward at YG 2 – medium term, some costs

- 8. Provide toilet facility in shower rooms.
- 9. Re-model toilets so that more toilets are available where staff can assist patients.
- 10. Provide day-space on the ward.
- 11. Replace flooring on the ward – non-shiny, no visual “steps”
Resources

- King’s Fund EHE (Assessment tool and other resources)
  - [www.kingsfund.org.uk/current_projects/enhancing_the_healing_environment/ehe_design.html](http://www.kingsfund.org.uk/current_projects/enhancing_the_healing_environment/ehe_design.html)
- University of Stirling (Design publications e.g. on lighting)
  - [dementia.stir.ac.uk/design_welcome](http://dementia.stir.ac.uk/design_welcome)
- NHS Education Scotland (Dementia and acute care and A&E)
- Alzheimer’s Society (Publications on design and other resources)
  - [www.alzheimers.org.uk/](http://www.alzheimers.org.uk/)
- ‘Find’ for signs, memory boxes etc.
  - [www.findsignage.co.uk/](http://www.findsignage.co.uk/)
- 1000 Lives plus – for ‘How to guide’ for dementia care and relatives’ survey forms (bilingual)
  - [www.1000livesplus.wales.nhs.uk/mh-dementia](http://www.1000livesplus.wales.nhs.uk/mh-dementia)