

### **May 2017 – Mrs Smith Story\***

This month's patient story was a recorded interview between Jacqui Edwards, Ward Manager at the Trust's Dementia and Assessment Unit (DAU) and Mrs Smith, carer.

Mrs Smith was a carer for her husband who had been a service user on DAU for approximately six months prior to moving to a nursing home. Mrs Smith had visited her husband at the DAU every day.

She spoke highly of the dedication of the staff, the cleanliness of the unit and about the quality of the food. She also welcomed 'John's Campaign' (which meant she was able to visit the ward at a time to suit her) and the Trust's Relocation Travel Cost scheme.

Mrs Smith did, however, have concerns about staffing levels and the impact this had on the amount of time staff were able to spend caring for individual service users. She was relieved to discover that from April 2017, funding had been received for additional staffing. Mrs Smith also believed that a regular toileting routine should be introduced for those service users unable to recognise and communicate their toileting needs.

The following key points were highlighted in the Board discussion:

- The lack of specialist nursing provision within the local area had been an issue;
- A number of projects had been introduced which allowed carers to provide their views about the service;
- The Relocation Travel Cost scheme was a five year scheme which had been introduced when the service relocated from Airedale NHS Foundation Trust premises to the Lynfield Mount site. Those people who had difficulty using public transport to get to Lynfield Mount were able to access the scheme;
- The skill mix on the ward would be changing in order to improve the mix of expertise; and
- work was underway to get recognition of the DAU as a centre for excellence.

\*Name changed to maintain confidentiality.

