

Policy Briefing: *Cracks in the Pathway: People's Experiences of Dementia Care as They Move Between Care Homes and Hospitals*

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Original Document:

http://www.cqc.org.uk/sites/default/files/20141009_cracks_in_the_pathway_final_0.pdf

Purpose of document

The Care Quality Commission (CQC) conducted a major review into the care and services provided for people living with dementia as they moved between care homes and acute hospitals. They have published the findings of their review following a thorough investigation of 120 care homes and 20 hospitals that inspectors visited across England during 2013 and 2014.

Summary of contents

The report breaks down the findings from the review into the following areas:

- Assessment process of care needs and pain management.
- How care is organised and delivered including the management of known risks such as challenging behaviour, urinary tract infections and falls.
- How service providers work together to ensure easy access to health and social care support, and share information between care homes and hospitals.
- Staff training and staff numbers, support, and lead senior roles.
- Involvement of patients, families and carers in making choices and decisions.
- How the quality of care is monitored.

Summary of outcomes

The review identified that while there was more good care than poor care delivered by highly dedicated and skilled staff, with examples of excellent care, the quality of care and services does vary greatly and must be addressed. It recognises that the differences in how care is organised, delivered, monitored and assessed does put people with dementia at a high risk of receiving poor care at some point along their care pathway when they should always expect high quality care. The CQC highlight that care and service providers must work on improving the move between care homes and hospitals as this is not in the best interest of the patients and puts pressure on NHS services.

Summary of recommendations

- Ensure that people with dementia have safe, high quality and compassionate care using a person-centred approach tailored to individual needs.
- Better regulation of care homes and hospitals to make sure that services take responsibility for their actions and meet the required standards of practice; and motivate services to make improvements when necessary.
- Train inspectors to know 'what good dementia care looks like' in practice so that they make the right judgements about the performance of services.
- Employ a new National Specialist Advisor to be responsible for dementia care.
- Add a separate section in CQC hospital inspection reports to specifically show how well individual hospitals look after people with dementia.

Further information and resources - summary and easy to read version

<http://www.cqc.org.uk/content/cracks-pathway>

Document summarised on behalf of Healthwatch Merton by: N Apprey-Abraham

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