

Walsall The Manor

The Challenge

Improving the quality of person-centred care as a means of reducing agitation. Improving stimulation through purposeful and meaningful activity and engagement.

The Solution

The technology has proved to be an amazing catalyst to entice conversation and confidence. It has facilitated engagement and calmness.

We have recruited a number of Dementia Champion Apprentices through the local colleges that My Improvement Network have supported by offering group training sessions and guidance on the technology. This has proved to be a valuable resource as the Apprentices offer activities to the patients on the ward. The technology is a trigger for conversation and confidence and has stimulated the patients. They have become more settled as a result and sleep at night and therefore less prone to wandering which has helped reduce our falls and reduce the risk.

A further feature has been the 'Trust Passport' and Life Story Book. This has been particularly beneficial as relatives can contribute to the Passport and Life Story. It is a comforting tool for the relatives as it helps us to learn more about their loved one. The 'Trust Passport' is the very basis of person-centred care as we learn so much more about the patient and do not have to re-invent the wheel each time a new member of staff comes on shift, the laminated passport sits on the bedside and details things about them and records their likes and dislikes electronically.



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