

THE QUESTIONNAIRE: HEALTHCARE STAFF MUST CONSIDER THEIR CARE PATHWAY FOR FRAIL OLDER PEOPLE

	At admission and attendance	In the hospital	When leaving the hospital
SPECIALIST	<ul style="list-style-type: none"> ● Do you identify people with complex needs very early on? ● Do you provide access to a variety of specialists in frail older people at the front door? 	<ul style="list-style-type: none"> ● Do you know whether all frail older people have been either admitted to specialist geriatric medicine ward or have regular timely access to specialists? ● Does the referral process between departments ensure adequate patient information about specific patient needs, minimise delays and ensure timely access to care? 	<ul style="list-style-type: none"> ● Do patients have ready access to transitional and ongoing care to continue rehabilitation and prevent readmission?
	<ul style="list-style-type: none"> ● Are all staff trained in the care of frail older people and the particular needs of people living with dementia? ● Is the environment configured with the specific needs of these people in mind? 		
COORDINATED	<ul style="list-style-type: none"> ● Do you have rapid access (within 24 hours) to step down or admission prevention community support services? 	<ul style="list-style-type: none"> ● Do you know how many times frail older people are moved between wards? ● Do people on your wards have clear, medically fit discharge dates? ● Are appropriate assessments conducted in a timely manner? 	<ul style="list-style-type: none"> ● Do you know the length of stay for frail older people and is discharge being delayed for any non-clinical reason?
	<ul style="list-style-type: none"> ● What is your evidence based vision for caring for frail older people in hospital? What systems are in place to ensure your staff share this vision and what evidence do you have that this is influencing what they do? ● What systems are in place to ensure that the hospital is working well in partnership with its local community and the wider health and social care system including the independent sector? What evidence do you have that this is influencing what you do? ● What systems are in place for the integration of health and social care, including the independent sector, to ensure care for these people is seamless across the public, private and voluntary sectors? 		
COMPASSIONATE	<p>Do you listen to frail older people, carers and staff, and improve services accordingly?</p>	<ul style="list-style-type: none"> ● What systems are in place to ensure you know what patients (including those with dementia), relatives and staff feel about their experience of being in hospital? What evidence do you have that this is influencing what you do? ● What systems are in place to educate and support all staff to engage positively with patients, relatives and each other? What evidence do you have that this is influencing what they do? ● How do you involve patients' family and friends to understand their needs and inform them about the planned discharge? 	
CONSISTENT	<p>Is the service for frail older people comparable on any day of the week?</p>	<ul style="list-style-type: none"> ● Are the full range of services for frail older people available seven days a week? ● How is your staff composition, recruitment, skill mix and workforce training suited to caring for this group of patients and their needs? ● Have you embedded frequent consultant reviews and adequate consultant cross cover for leave and weekends into working daily ward rounds? 	
VISIBLE	<p>Do you have policies for frail older people and are they evident everywhere?</p>	<ul style="list-style-type: none"> ● Do you have policies in place to minimise the time that frail older people spend in emergency departments? 	<ul style="list-style-type: none"> ● Do you have a policy to prevent ward moves for older inpatients without overriding clinical justification? ● Do you have adequate patient information to enhance services?
	<ul style="list-style-type: none"> ● Do you have trust-wide policies to ensure that older people do not suffer discriminatory access to treatment and investigation services? ● Do you have trust-wide policies to promote and ensure dignified care? ● Do you have comprehensive continuing professional development to support all staff in caring for frail older people? 		