

*From the Office of Sir David Nicholson KCB CBE  
Chief Executive of the NHS in England*



Gateway Reference Number 18812

To Chief Executives of Acute Trusts

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Dear Colleague,

### **The Right Care: creating dementia-friendly hospitals**

It is estimated that at any one time, at least a quarter of hospital in-patients across England have dementia. We know that this growing number of people often stay in hospital longer than they need to.

The CQC Market report, issued this week, highlights that in 96% of trusts, people with dementia stayed in hospital significantly longer than those without when admitted as an emergency and in 70% of trusts people with dementia were readmitted significantly more often than those without dementia.

On 15 October 2012, the Dementia Action Alliance (DAA), in partnership with the NHS Institute for Innovation and Improvement, launched a Call to Action for the improvement of care for people with dementia in acute hospitals.

The goal of this work is to encourage every hospital in England to commit to becoming a dementia-friendly hospital by March 2013, working in partnership with their local Dementia Action Alliance.

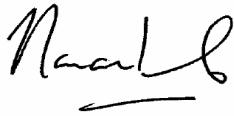
The Francis Report highlighted the need for compassion in care in the NHS and this is particularly relevant for people with dementia whose needs are complex and often cannot be articulated by the individual patient. Signing up for the Call to Action would help to deliver better outcomes for patients and carers by enabling them to experience high-quality care and leave hospital sooner.

To support hospitals in becoming dementia-friendly, the DAA & NHS Institute for Innovation and Improvement have produced a useful 'getting started' resource that covers five key areas that Trusts can focus on, including self-assessment audit questions, suggested measures and signposting to

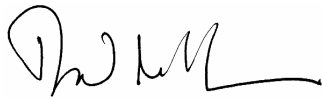
resources and case studies. The resource is available on the Call to Action website at [www.dementiaaction.org.uk/joint\\_work/the\\_right\\_care/d\\_kit](http://www.dementiaaction.org.uk/joint_work/the_right_care/d_kit).

We would like to thank those of you who have already signed up to this very important initiative and very much hope that we will be able to include those of you who are yet to do so on a full list of signatories published at the end of March. To sign up, please contact the Dementia Action Alliance via [dementiaactionalliance@alzheimers.org.uk](mailto:dementiaactionalliance@alzheimers.org.uk).

Yours sincerely



**Norman Lamb**  
**Minister of State for Care & Support**



**Sir David Nicholson KCB CBE**  
**NHS Chief Executive**



**Professor Alistair Burns**  
**National Clinical Director for Dementia**