

# Delirium and considerations during the COVID-19 pandemic

Alistair Burns, Emma Vardy, Thomas Jackson, Mani Krishnan, Helen Pratt, Adam Gordon

NHS England and NHS Improvement



## Welcome



# Host: Professor Alistair Burns National Clinical Director for Dementia, NHS England and Improvement

- Lines are automatically muted on entry to the webinar.
- Please use the CHAT function throughout the webinar to ask questions and provide comments/ input.
- We are unlikely to be able to answer all of the questions raised today and we will focus on the questions that get the most 'LIKES' as a way to prioritise questions during the Q&A section.
- To 'LIKE' a question, hover your mouse over the question on the feed to the right of the screen and click on the thumbs up icon.
- We are not providing CPD certificates for attendance.



# Webinar recording and slides

- The webinar will be recorded. We will share the links to download the recording and the slides with those who are on our contact list and have received the invite directly from the national dementia team.
- If you have received the invite to this webinar from a colleague, rather than
  via the national team, you will not be on our mailing list to receive the links.
  In order to access them, please email <a href="mailto:ENGLAND.DomainTeam@nhs.net">ENGLAND.DomainTeam@nhs.net</a>,
  putting 'dementia webinar mailing list' in the subject header.
- If you are on our mailing list but do not receive the slides or links, this is usually due to your organisation's IT not accepting attachments/ files. You will need to discuss this with your organisation.



### **Delirium and Considerations During the COVID-19 Pandemic**

#### **Chair: Dr Emma Vardy**

Consultant Geriatrician and Honorary Senior lecturer, Clinical Dementia Lead Salford ICO, Associate CCIO for GDE pathway redesign Salford Royal NHS Foundation Trust

#### Presentation of delirium and detection in the context of COVID-19

Dr Thomas Jackson, Consultant Geriatrician, Queen Elizabeth Hospitals Birmingham; Clinician Scientist in Geriatric Medicine, Institute of Inflammation and Ageing, University of Birmingham

#### Management of delirium in COVID-19

**Dr Mani Krishnan,** Consultant in Old Age/Liaison Psychiatry, Senior Clinical Director TEWV NHS Foundation Trust; Academic Secretary/ Chair Elect of the Faculty of Old Age Psychiatry, Royal College of Psychiatrists, Associate Dean HEE

#### **Delirium community pathways and care**

Helen Pratt, Project Manager, Dementia United, Greater Manchester Health and Social Care Partnership

#### Delirium care in the community and care homes

Professor Adam Gordon, Care of Older People, University of Nottingham, Consultant Geriatrician, Derby Teaching Hospitals NHS, Vice President for Academic Affairs at the BGS

#### **Q&A Session with the presenters**

#### **Final reflections**

Professor Alistair Burns, National Clinical Director for Dementia, NHS England and Improvement

### UNIVERSITY<sup>OF</sup> BIRMINGHAM



Dr Thomas Jackson t.jackson@bham.ac.uk @delirious\_dr @InflamAge\_UoB



### **COVID-19** and delirium



Collective wisdom

Anecdote based medicine

Pattern recognition

**Publication** 

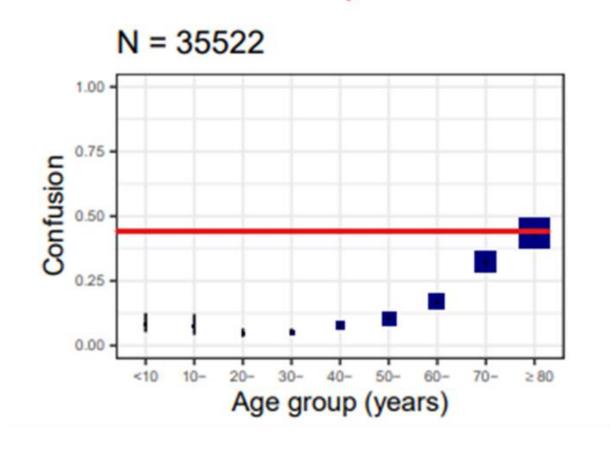
Peer reviewed publications

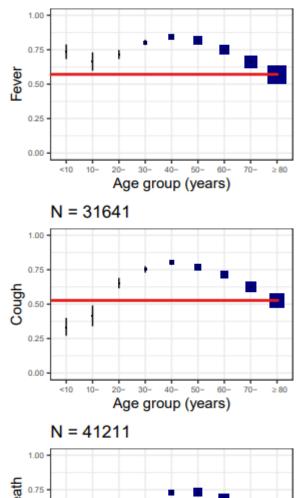
# COVID-19 infection presentations

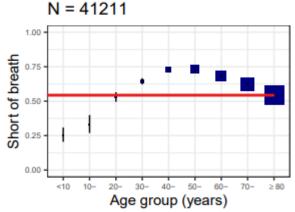
Fever and persistent cough

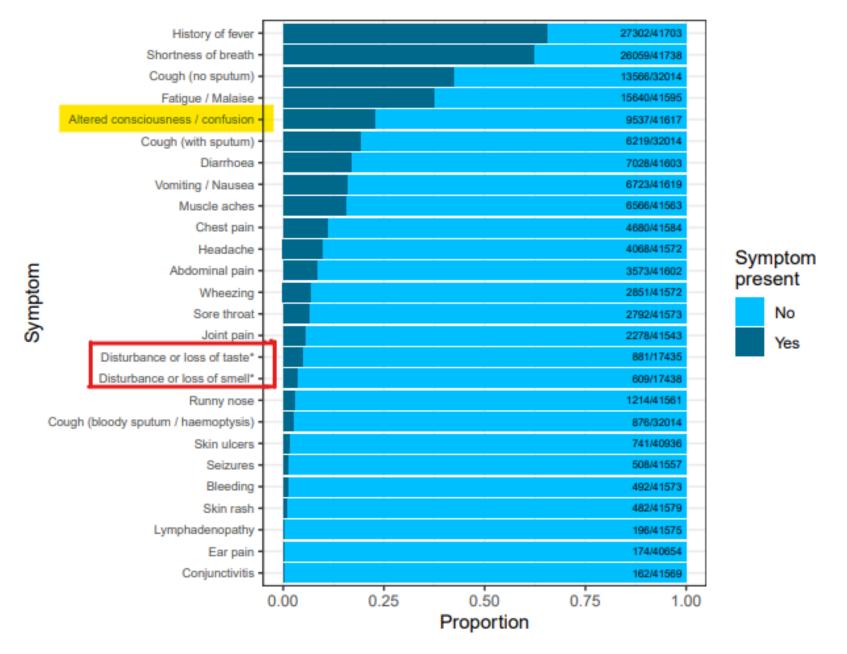
Atypical presentations

With ↑ age - ↓ 'typical symptoms - ↑ 'confusion









### What is it?

DSM-5

"delirium is an acute onset syndrome with disturbance in attention, awareness, and cognition"

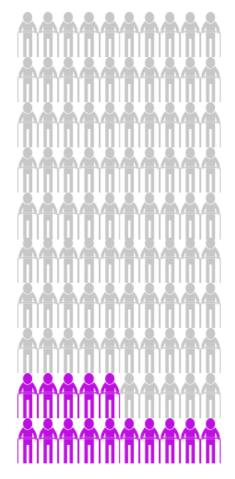
# 2 engrained ageist biases

Confused old people must have a UTI

Old people are allowed to be confused



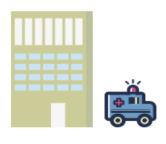


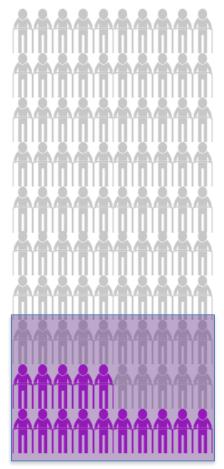


# 1507 UK Acute admissions >65 yrs. Assessed in first 48 hours Point prevalence - 15%

	Prevalence	Mortality at 1 month
DSM5	15%	OR 2.43 (CI 1.44-4.09)
4AT +ve	25%	OR 2.55 (CI 1.53 – 4.24)

Increased length of hospital stay
Bootstrapped mean (adjusted multivariable) +3.17 days
(CI 1.46-4.77), p=0.001





# Delirium on admission in older people with COVID-19

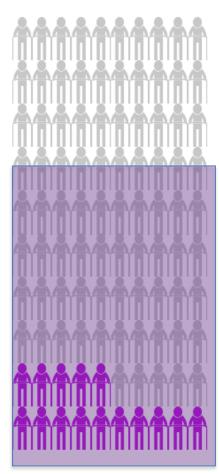
Pooled prevalence – 29%

De Smet (n=81)	42%	Belgium
Knopp (n=217)	29%	London - UCLH
Zazzara (n=322)	25%	London – St Thomas

Point Prevalence – 42% (UCLH)





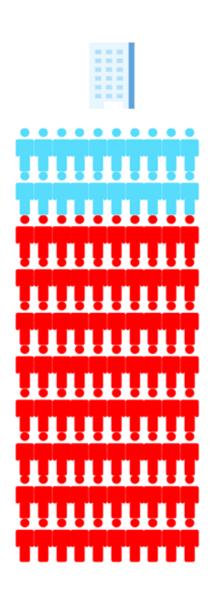


# Delirium on admission in older people with COVID-19

# In those with dementia – 67% Most common symptom

Bianchetti (n=627)

**67%** Italy

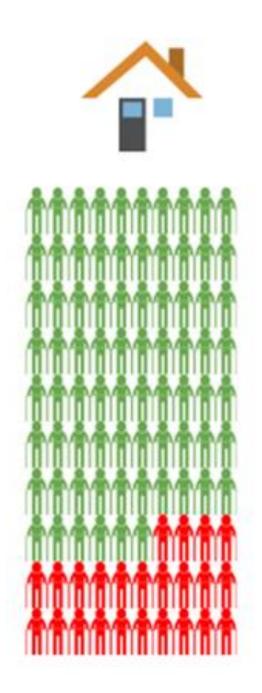


# Delirium in ITU patients with COVID-19

**Usually 20-80%** 

### Pooled prevalence – 71%

Helms (n=53)	65%	USA
Khan (n=243)	<b>73</b> %	USA

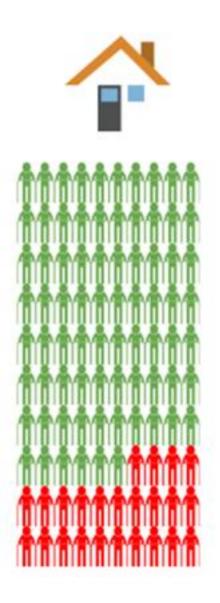


## Confusion as a symptom of COVID-19 in older people with COVID-19

Prevalence – 36%

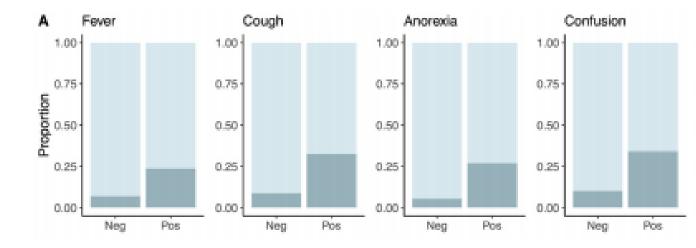
Zazzara (n=232)

36% London (age matched to hospital study, app based)



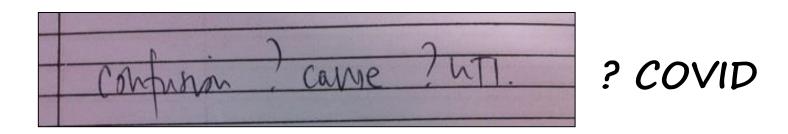
# Confusion in older people with COVID-19 in UK care homes

### Prevalence – 34%



# Delirium is not...

"...they're allowed to be a bit confused aren't they? Its what you expect..."



80yrs♀ Mary



80yrs♀ Martha



**Delirium** 

**No Delirium** 

Pneumonia + same co-morbidity & acute illness

**Delirium** more likely to die (HR 1.95), or develop dementia (OR 8.1)

### **Distressing**

75yrs♀- Matthew



75yrs♀ - Mark



**Delirium** 

No Delirium

COVID -19 + same co-morbidity & acute illness

VS

Delirium more likely to die (HR 1.91, 1 study only)
But other studies with no association
Reduced physical function (2 studies)

### **Distressing**

### Severe

More severe phenotype Agitated, hyperactive Distressed Across age spectrum

Harm

Risk of harm greater Risk to others - greater

Driven by...

PPE, Isolation
Lack of care givers, family
Direct neuropathology

## Delirium presentations in COVID

### **Initial presentation**

May be only symptom Mixed motor phenotype

Hypoxia and respiratory symptoms later in some cases

Pacing, severe attentional deficit, unable to distract

'Wool picking'

### **Terminal delirium**

Severe agitation

Not compliant with O2, or simple management

Very distressing for patient and staff

Reluctance to manage

# Delirium presentations in COVID

ITU

Predominantly hypoactive

Asso with coma

Post ITU rehab

Predominantly hypoactive and asso with anxiety

Limits physical rehab

Bizarrely
Only 1/3
recognised

# Barrier to best care Massive daily deficiency in hospital practice

Lack of clarity makes it impossible to treat

Triggers specific actions (others don't)

Impossible to offer excellent care unless we do

Bizarrely
Only 1/3
recognised

Barrier to best care

Massive daily deficiency in
hospital practice

60% delirium missed in UCL study of COVID-19

# How to diagnose it

# Testing attention is key

Count backwards from 20 to 1

Can you tell me the months of the year backwards?

Can you repeat these five numbers back to me please?

Can you repeat these three numbers back to me please, but in reverse order?

### Altered arousal

- Wake them up, talk to them!
- Sleepy or hyperalert?
- Not holding string of conversation together?

### **Disordered thinking**

- What's been going on today?
- Has anything odd or strange been going on?



### Change in baseline

- Talk to relatives/carers/home
- Is this your mum? (SQuID)

### www.the4AT.com

**Alertness** Normal or abnormal

AMT4 Age, DOB, place, year

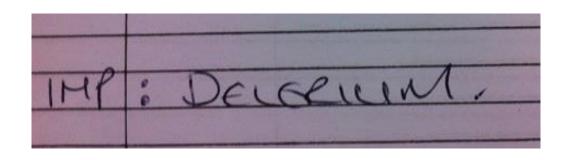
**Attention** Months of the year

backwards

**Acute** New or fluctuating

from baseline

# Advanced care in COVID



Triggers certain actions that others don't Comprehensive assessment and treatment

# Management of Delirium in COVID19

DR M SANTHANA KRISHNAN
FACULTY OF OLD AGE PSYCHIATRY



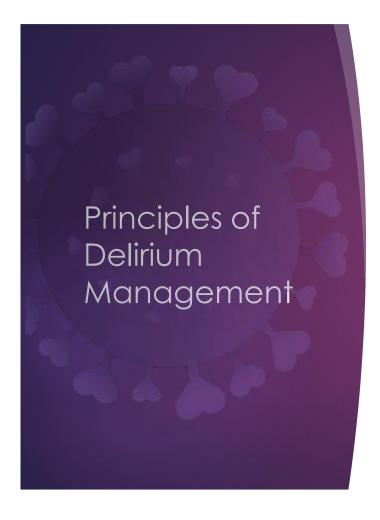
Principles of Delirium Management

What is different in COVID19

Challenges

Non-Pharmacological

Pharmacological









Education

Prevention/ Risk Reduction

# What is different in COVID 19

- Delirium could be the only symptom of COVID in Older Adults
- Severe hyperactive Delirium
- Hypoactive delirium community/care homes
- Severe respiratory problems
- Lockdown effect and social isolation delay in detection

Compassion

Reassurance

Clear communication







hospital - Nursing in isolation or with PPE

Risk of spread of infection- wandering patient - risk to other patients

tack of consistent staff

Lack of family support/contact

Hearing aid / glasses - sensory impairment

Medication – interaction

# Non-Pharmacological



Good light



Glasses and hearing aid



Distraction



Minimise noise



Consistent communication



Early mobilisation







Medicine optimisation

Anticholinergic burden

Deprescribing





Consider drug interaction with antiviral

Avoid Polypharmacy

Pharmacological



Risk
Need
Side-effects
Chemical Restraint

### Management of Severe Agitation in Delirium

There is no
evidence for use
of sedatives in routine
management of
delirium both benzo
and antipsychotic



However

## Antipsychotic medication

In COVID there may be an earlier indication along with non-pharmacological

QT prolongation - caution

Stop the medication before discharge

Benzodiazepines



No Role for Benzodiazepine in the management of Delirium, can worsen the symptoms



Some indication for management of agitation in Dementia with Lewy bodies, Parkinson's disease with Dementia



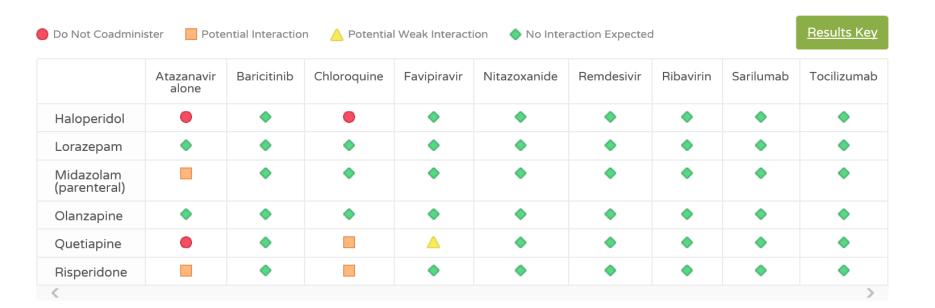
Where antipsychotic medication are contraindicated - may be a role with caution



Midazolam - End of life severe agitation

### Interaction with Antiviral

(Liverpool Drug interaction Group)



### In COVID Delirium

Cautious use of medication seem to be important to reduce distress and minimise risk of infection to others

BGS Old Age Psychiatry and EDA - Joint guidance

Hyperactive Delirium requires more aggressive management in patients with COVID 19 - Temporarily rethinking 'low and slow' Mark Lach et al May 2020

### Follow up







HOME | ABC

Search

O Comment on this paper

### Functional and cognitive outcomes after COVID-19 delirium

@ Benjamin C Mcloughlin, @ Amy Miles, @ Thomas E Webb, @ Paul Knopp, Clodagh Eyres, Ambra Fabbri, Fiona Humphries, @ Daniel Davis

doi: https://doi.org/10.1101/2020.06.07.20115188

This article is a preprint and has not been peer-reviewed [what does this mean?]. It reports new medical research that has yet to be evaluated and so should not be used to guide clinical practice.

# Follow up



More important now



Stop antipsychotic medication



**Delirium Clinics** 



Education





"Being kind to yourself is one of the greatest kindnesses," said the mole.

@charliemacksey



### End of slides for Webinar - Resources

- https://madeinheene.hee.nhs.uk/PG-Dean/Faculty-of-Patient-Safety/Delirium-Project
- https://madeinheene.hee.nhs.uk/PG-Dean/Faculty-of-Patient-Safety/Delirium-Project/COVID-Delirium-Resources
- https://madeinheene.hee.nhs.uk/PG-Dean/Faculty-of-Patient-Safety/Delirium-Project/Delirium-Resources

### HEE NE Website





#### Delirium Project

Delintum (sometimes called 'acufe confusional state') is a clinical syndrome characterised by disturbance attention, awareness and cognition Delintum has an acute onset and thuctuating course. It is a serious condition that is associated with poorer clinical outcomes including death. Delintum can be prevented and treated if it is detected and managed.

The pervalence of delitrum in people on medical wards in hospital is about 20% to 30%, in addition, the number of undetected cases is thought be be an high as 30% to 67%. Reporting of delitrum is poor in the UK, indicating that awareness and reporting procedures need to be improved. It can be difficult to distinguish between delitrum and dementia and some people may have both conditions. NIOIC webstale)

There is also lack of awareness among heath care professionals of the importance of delirium

HEE NE in partnership with Tees Esk and Wear Valleys have hosted a number of educational events to raise aware of delirium among healthcare protessionals, including those working in both acute and care home settings. A number of educational resources have also been developed and available below.

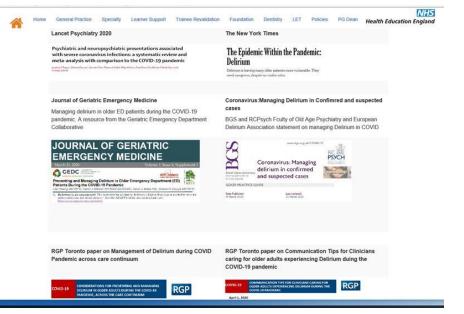
With the profile of delirium raised within the region and interest is high it is clear there is still an educational need especially within the community care and care home setting and that training should form part of a regular training programme with two educational training events being held annually.

On this page you will find a number of resources that can help in raising awareness and freating Deletium. Apart from developing some of the resource we have their to comple good quality information that are available on the web to signost for people to access from er grant or the surface of the publication (that have been cited or linked there).

We have pulled together a number of resources to assist with managing Delirium and patients with COVID-







# Resources

Tees, Esk and Wear Valleys NHS





**DELIRIUM CAN BE PREVENTED AND TREATED** 



#### SUSPECT IT

Age 75+ Cognitive impairment Visual / hearing loss Infection / dehydration Change in behaviour Pain / trauma

#### SPOT IT

Acute confusion Poor concentration Poor communication Hallucinations **Fluctuations** 

#### STOP IT

Treat cause Explain and reassure Physical needs Psychological needs Social needs

·)))) Stockton-on-Tees Hartlepool and Stockton-on-Tees Clinical Commissioning Group



Tees, Esk and Wear Valleys NHS

#### ARE THEY DIFFERENT TODAY?

#### Behaviour

- Provide reassurance
- Be calm and patient
- Make instructions simple
- Do not challenge their abnormal beliefs Are they over stimulated?
- Do they have specific triggers for challenging behaviour e.g. sounds, certain people
- Do they have the choice to make their own decisions e.g. food, clothes, bathing
- Avoid making residents do something they don't want to do
- Does the person have any unmet needs? e.g. thirsty, in pain

#### Physical Review

#### - Have they had a change in medication

- or started medication? - Hot swollen skin?
  - A cough?
- Dark smelly urine?
- Check temperature
- Check blood pressure Are they constipated?
- Are they bathing regular? - Are they mobilisation regular?

#### Environmental

- Noise

- Do they know where they are?

- Too hot or cold - Is there clear signs? e.g. toilet

. Do they have space to move around? - Do they have pictures to make it feel homely?

Do they have access to the rooms they want to be in? e.g. bedroom, kitchen

#### Mobility

- Have they had a recent fall? Are they at risk of falls?
- Follow falls care plan
- Check foot care do they fit?
- What footwear do they like to wear? Is their footwear too tight or too loose?

#### Sensory

- Do they wear glasses? - Are they theirs? - Are they clean? Do they wear a hearing aid?

- Is it switched on? . Is the battery flat? - Don't shout!

Does the person like to be touched? - Hand massage - if appropriate

#### Family & Social

- Work with the family Do they have contact with family? If not are they provided with social contact?
- Ask family to complete life story document 'This is me' Work with family to promote personal care

#### Continence

- Hygiene - provide assistance - Mobilise - use regular prompts

### - Have a toilet programme in place

- Ask if they are in pain and if so provide appropriate pain relief - Look for facial gestures - Look for body language

Pain

#### Food & Drink

- Encourage fluid intake Monitor fluid intake not fluid given - Encourage food intake What do they like and dislike?

- Discuss with family - Check dentures are worn -do they fit?

- Do they have problems swallowing?









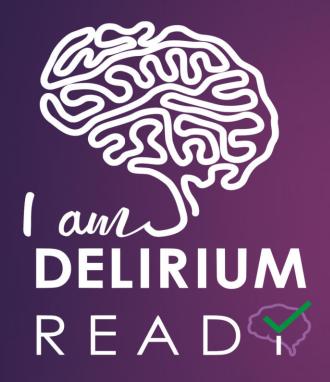
### Delirium Educational Videos





https://youtu.be/2Hg1VP-Enw4

https://youtu.be/BPfZgBmcQB8



# Are you?





# **Dementia United**

### **DELIRIUM – COMMUNITY PATHWAYS**

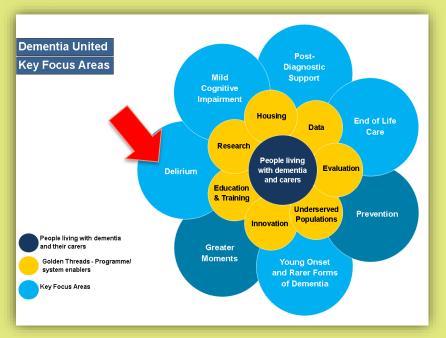
Helen Pratt, Project Manager, Dementia United







### **CONTEXT**





# Greater Manchester World Delirium Awareness events





### CONTEXT



### Salford Royal Hospital Global Digital Delirium Exemplar

- Cases identified risen by 650 (34% increase)
- Length of Stay of Delirium patients reduced by 11% saving estimated £1,700,000 in the first year

Liz "No sooner than we arrived at Salford Royal, the staff were on us. They looked at Mike's age, his dementia diagnosis and the fact that he had experienced a previous episode of delirium.. they took it all on board and he was diagnosed and treated straight away.

The delirium didn't progress, and he came home quickly and without any impact on his cognition."

### **AIMS**

**Greater Manchester standardised pathway** and approach

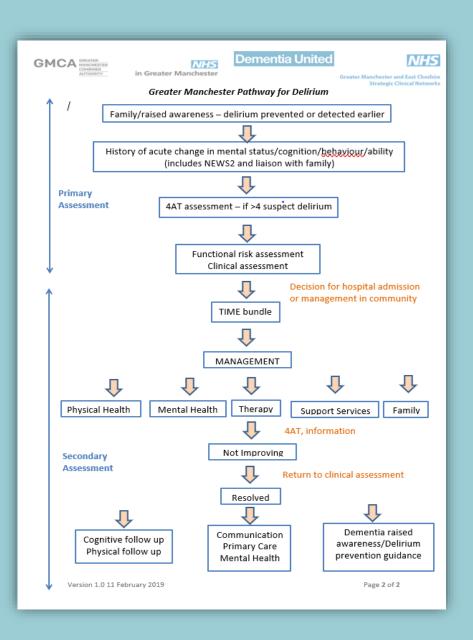
- Prevention
- Early identification and diagnosis
- Proactive management and follow-up
- Education and information

Transforming 'out of hospital care' with fully integrated community based care to support people with complex needs.
[NHSE/I Ageing Well, Long Term Plan]

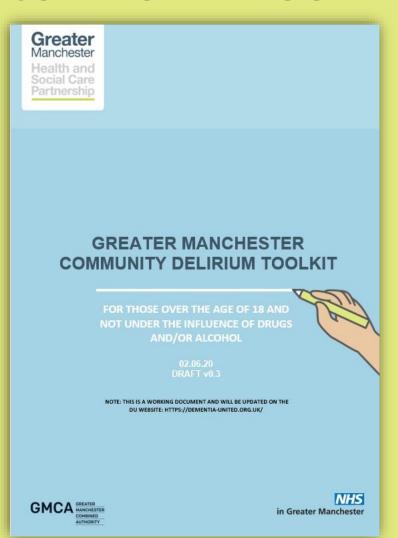
- Reduce unnecessary hospital admissions
- Improve prognosis with early detection

### What we learnt from others

 With thanks to NHS Ayrshire and Arran for their Community Pathway, Healthcare Improvement/Scottish Delirium Association for Delirium Toolkit and TIME bundle



### **COMMUNITY TOOLKIT**



**Overview with time scales** 

Key documents e.g. 4AT, GM Management guidance, GM Delirium Leaflet

Supporting documents e.g. West Essex CCG – Anticholinergic side-effects and prescribing guidance, Alzheimer's Society – This is me

- 1. Complete 4AT
- RESTORE2 (Care homes)
- 2. Confirm and convey diagnosis
- 3. Complete GM Community TIME bundle
- <u>Triggers</u>, <u>Investigations</u>
- <u>M</u>anagement guidance
- <u>Engage</u> with families and others as needed
- GM Delirium leaflet complete the 'person centred care plan'.

### **CONSIDERATIONS AND CHALLENGES**

- Early engagement and contribution
- Ownership and team structure
  - Diagnosing delirium, blood tests, equipment
- Timescales
- Red flags
- How to decide on hospital admission e.g. NEWS2, Restore2
- What's already available versus what would be recommended
- Feedback from people with lived experience
- COVID-19
  - Escalation of work
  - Links with primary care
  - Links with work in care homes

Whilst ensuring a safe 'working' version of the pathway

### **NEXT STEPS...**



Test out with community teams with support from Dementia United



Further formal evaluation - scoping roll out





Dementia United report on findings from testing out/feedback



Lived experience feedback



Dementia United governance







Commissioning and roll out across GM

### **ACKNOWLEDGEMENTS**

- Dr Emma Vardy Consultant Geriatrician, GM SCN Clinical Dementia Lead
- Health Innovation Manchester
- Delirium Clinical Leads (clinicians) for designated areas as follows;
  - Education and information Ann Collins and Rachel Lee Kirby
  - Acute hospitals Emily Robertson and Seema Simon
  - Community Nicola Cauldfield
- Delirium task and finish group members which includes people with lived experience and carers
- Delegates who have attended the annual World Delirium Awareness
   events held 2018, 2019 and 2020
- Dementia Carers Expert Reference Group part of governance for Dementia United who very kindly provided initial feedback on the Delirium Leaflet



#### Contact us

If you have any queries about these guidelines, contact the GMHSC communications team: gm.hsccomms@nhs.net

www.gmhsc.org.uk @GM\_HSC



# Dementia United website to access the Delirium Toolkit:

https://dementia-united.org.uk/resources/

Dementia United email:

gmhscp.dementiaunited@nhs.net

Email:helen.pratt5@nhs.net

#### Contact us

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www.gmhsc.org.uk @GM\_HSC



Delirium, COVID-19 and Care Homes

Adam Gordon,
Professor of the Care of Older
People
University of Nottingham, UK

@adamgordon1978

#### COMMENTARY

# Commentary: COVID in care homes—challenges and dilemmas in healthcare delivery

Adam L. Gordon<sup>1,2</sup>, Claire Goodman<sup>3,4</sup>, Wilco Achterberg<sup>5</sup>, Robert O. Barker<sup>6</sup>, Eileen Burns<sup>7</sup>, Barbara Hanratty<sup>6,8</sup>, Finbarr C. Martin<sup>9</sup>, Julienne Meyer<sup>10</sup>, Desmond O'Neill<sup>11</sup>, Jos Schols<sup>12</sup>, Karen Spilsbury<sup>13</sup>

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<sup>&</sup>lt;sup>4</sup>NIHR Applied Research Collaboration East of England (ARC-EoE), Cambridge, UK

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<sup>&</sup>lt;sup>7</sup>Leeds Teaching Hospitals NHS Trust, Leeds, UK

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<sup>11</sup> Department of Medical Gerontology, Trinity College Dublin, Dublin, Ireland

<sup>&</sup>lt;sup>12</sup>Department of Health Services Research, CAPHRI Care and Public Health Research Institute, Maastricht University, Maastricht, The Netherlands

<sup>&</sup>lt;sup>13</sup>School of Healthcare, University of Leeds, Leeds, UK

# COVID-19: Managing the COVID-19 pandemic in care homes for older people



Authors:

**British Geriatrics Society** 

Date Published: Last updated:

30 March 2020 02 June 2020

The COVID-19 pandemic raises particular challenges for care home residents, their families and the staff that look after them. This guidance has been developed to help care home staff and NHS staff who work with them to support residents through the pandemic. *This is* **Version 3** of this document.

https://www.bgs.org.uk/resources/covid-19-managing-the-covid-19-pandemic-in-care-homes







HOME | A

Search

Comment on this paper

# SARS-CoV-2 infection, clinical features and outcome of COVID-19 in United Kingdom nursing homes

Deil SN Graham, Cornelia Junghans, Rawlda Downes, Catherine Sendall, Helen Lai, Annie McKirdy, Paul Elliott, Robert Howard, David Wingfield, Miles Priestman, Marta Ciechonska, Loren Cameron, Marko Storch, Michael Crone, Paul Freemont, Paul Randell, Robert McLaren, Nicola Lang, Shamez Ladhani, Frances Sanderson, David J Sharp

doi: https://doi.org/10.1101/2020.05.19.20105460

This article is a preprint and has not been certified by peer review [what does this mean?]. It reports new medical research that has yet to be evaluated and so should not be used to guide clinical practice.

Abstract

Info/History

Metrics

Preview PDF

## About this study

- 394 residents of 4 London nursing homes
- Comprehensive swabbing, detailed collection of data on symptoms.
- 40% of residents were positive (15<sup>th</sup> April)
- 3% who were negative at first swab were positive second time around.
- 33% of residents who tested positive had no symptoms.
- 71% of those with symptoms had typical symptoms
- 31% had atypical symptoms.

Figure 3. Association of symptoms with a positive SARS-CoV-2 rt-PCR result

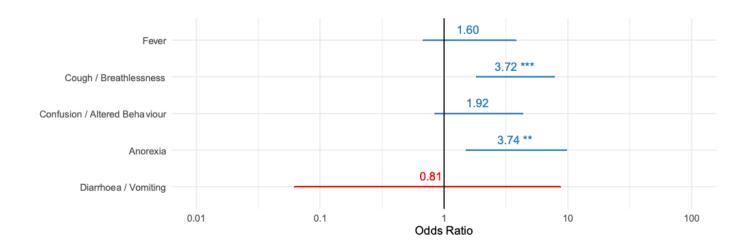


Figure 3. Relationship of symptom in preceding two weeks to a positive SARS-CoV-2 result in all residents tested (n=313), displayed as adjusted odds ratios with 95% confidence intervals. Significant predictors in model indicated by \*\* P<0.01; \*\*\* P<0.001.

## Palliation, supportive care, active treatment

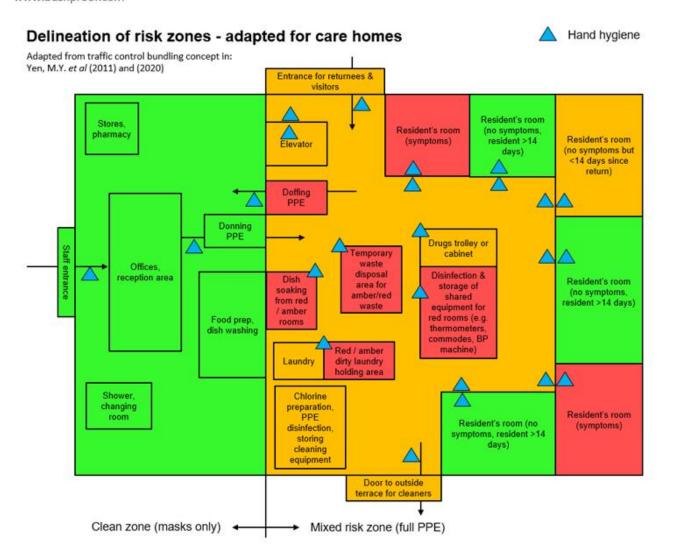
- 17% of residents in the London study who were COVID +ve died.
- In hospital
  - about 1/3 of older patients we see with go home within a day or two.
  - about 1/3 die
  - another 1/3 get slowly better with oxygen, IV fluids (and IV antibiotics).
- So what is the role of oxygen, subcutaneous fluids (and antibiotics) for those with hypoactive delirium in care homes?

### Isolation...

You cannot admit a COVID +ve patient to a care home in Scotland. But in England:

- 14 day isolation for symptomatic residents or COVID +ve residents on admission
- Many homes are extending this to 14 day isolation for all residents on admission.
- Same process for those already resident in the home if they become symptomatic.
- BGS Guidelines suggest homes consider managing all residents in their rooms as much as possible....but supervision, staffing, social isolation, and deconditioning are issues.
- All of this is challenged by residents who walk with purpose.





### Useful tools

- About me
- Antecedent-behaviour-consequence approaches
- 4-AT or Single Question in Delirium (SQiD)
  - Has the resident been more confused in the last three days

Domain	Multi-component interventions in delirium
Sensory	Good lighting levels
	Reduced noise (pump alarms, pagers)
	Available and working sensory aids (spectacles, hearing aids, deaf aid communicators).
	Assess for verbal and non-verbal signs of pain, particularly in patients with communication difficulties.
	Commence pain relief and review appropriate management of pain.
	Attention to bowel and bladder. Avoid unnecessary catheterisation.
	Avoidance of physical restraints
Environment	Avoid movements between wards and rooms and
	Where possible ensure the continuity of care from staff that are familiar
	Regular and repeated visible and verbal reorientation (clocks, calendars and clear signs).
	Maintenance or restoration of normal sleep patterns whilst avoiding sedatives.
	Reduce noise and nursing and medical interventions during sleeping hours
	Encourage visits from family and friends.
Bodily Function	Encourage mobilisation for all patients particularly after surgery. Walking aids should be accessible at all times.
	Avoidance of dehydration. Consider sub-cutaneous or intravenous fluids if necessary. Seek advice re people with heart failure or Chronic kidney disease.
	Assess and monitor nutrition status involving the Dietitian where relevant. If the patient has dentures ensure they fit properly.
Medical	Assess and treat for infection.
	Assess for hypoxia and optimise oxygen saturation if necessary
Toxin	Carry out a medication review, taking into account the type and number of medications
	Consider Nicotine patches

# Family visiting

Minimise footfall through common areas.

• Garden spaces being used.

- Good communication challenged by:
  - PPE
  - Lack of physical contact



### MINDFUL NONVERBAL COMMUNICATION: ABC

A	В	C
ATTEND MINDFULLY	BEHAVE CALMLY	COMMUNICATE CLEARLY
<ul> <li>Create ritual to focus your attention to the encounter</li> <li>Consider your usual gestures and body language</li> </ul>	<ul> <li>Always approach patients from the front</li> <li>Drop down to eye level</li> <li>Project a positive attitude</li> </ul>	<ul> <li>Speak slower, louder, or more deeply</li> <li>Underline your words with gestures</li> <li>Mirror their mood</li> </ul>

Infographic by florianmueck.com

## Links to publications

 COVID in care homes—challenges and dilemmas in healthcare delivery:

https://academic.oup.com/ageing/article/doi/10.1093/ageing/afaa113/5836695

 COVID-19: Managing the COVID-19 pandemic in care homes for older people:

https://www.bgs.org.uk/resources/covid-19-managing-the-covid-19-pandemic-in-care-homes

 SARS-CoV-2 infection, Clinical Features and Outcome of COVID-19 in United Kingdom nursing homes:

https://www.journalofinfection.com/article/S0163-4453(20)30348-0/pdf



Dr. Emma Vardy



**Professor Adam Gordon** 



Dr. Mani Krishnan



Dr. Thomas Jackson

# Panel Q&A



## **Final reflections**

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