



## Story and response listing

### About this report

**This report lists a selection of stories and responses published on Care Opinion.**

It was created on **19 November 2019**.

### Which postings are included?

This report shows stories in the **Care Opinion** subscription, which includes All stories.

The report is also filtered to show only All stories from Sheffield tagged with dementia submitted between 01/01/2019 and 19/11/2019

### Frequently asked questions

**How do I find the original story online?**

If you are viewing the report on a computer, you may be able to click the reference number to the right of the story. This will take you to the story online. If you are viewing the report on paper, you can find story number X online at: <https://www.careopinion.org.uk/X>

**Why might a story appear more than once in the list?**

Some stories are about more than one service. If so, the story will be listed under each service it is about.

**What do the story counts mean?**

To the right of an organisation/service you will see a count. This tells you the number of stories listed in the report about that organisation or service (including any services run by that organisation/service).

**What do the view counts mean?**

The view count to the right of a story tells you the number of times the story has been viewed on Parameters!SiteName.Value by public users (excluding subscribers and the PO team).

**Why might unexpected services appear in my report?**

The services listed in the report depend on the stories that are included, and that depends on how you have filtered the report. So, for example, if you have filtered only according to where authors live, you may find they have used services some distance away.

### Sharing and reuse

Contributors to Care Opinion want their stories to get to those who can use them to make a difference, so we encourage you to share these stories and responses with others.

Postings submitted via Care Opinion itself can be shared subject to a [Creative Commons](#) licence. You can copy, distribute and display postings, and use them in your own work, so long as you credit us as the source.

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### About Care Opinion

Care Opinion is a not-for-profit social enterprise which enables people to share the story of their care, and perhaps help care services make changes.

**For more information, contact us via:** <https://www.careopinion.org.uk>

Show/hide responses

This report lists **6** stories

<b>UK</b>	6 stories
<b>England</b>	6 stories
<b>NHS England</b>	6 stories
<b>NHS Yorkshire and The Humber</b>	2 stories
<b>Sheffield Health and Social Care NHS Foundation Trust</b>	2 stories
<b>Dementia Services</b>	2 stories
<b>Grenoside Grange G1 ward (dementia)</b>	1 story

## Movement Matters

**628959**

*airfm33* a service user 13/02/2019

Comments on 'Movement Matters' Session:

63 views

-Playing with all things that were in the back of my brain

-I'm still me, even with this dementia I can still dance.

-I was almost happy.

-It made me feel less miserable.

-I really enjoyed it.

-This helps me move different parts of my body.

**Jo Sims** *Ward manager* Sheffield Health and Social Care NHS Foundation Trust 18/02/2019

It is so important to spend time in supporting our patients to give us feedback. It enables us to have some insight into the world of a dementia sufferer and gives them a voice.

We are  
preparing to  
make a change

Thank you

## Care in Sheffield for a wife with Alzheimer's

692921

*Pete B a relative* 03/09/2019

After 5 years of 24/7 home care, almost entirely from myself, my wife was referred to Sheffield Health and Social Care NHS by our GP. SHSC Dementia Rapid Response Team took over support for my wife and after two periods of care covering several months were able to achieve nothing so had her admitted to their Woodland View Nursing and Assessment facility in Sheffield for clinical assessment.

81 views

This led to a Continuing Healthcare assessment very quickly at which DRRT had promised to attend and support me. They never turned up, leaving me unprepared and ill equipped to represent my wife. They then simply discharged her and walked away.

Woodland View has been a powerful and encouraging experience for myself and our family. Their staff are experienced, well trained and professional but much more. Their warmth, concern and tenacity is remarkable and not just the care staff. The management, administrative, housekeeping, maintenance and even gardening staff are all part of a caring team who always have a smile, a warm welcome and sincere greeting for my wife, myself and all the other residents visitors. Their patience, in spite of resistance which sometimes includes physical assault by my wife, is quite remarkable.

In preparation for the future I have contacted over 50 private nursing homes and visited to meet and discuss with over 30 of them and not one seems to have remotely comparable positive qualities like those displayed at Woodland View. The fact that Woodland View stands half empty and its service users have had to fight for its survival is tragic.

**James Sherwin** *Nursing home manager* Sheffield Health and Social Care NHS Foundation Trust 12/09/2019

Thank you very much for taking the time to complete this response. We are really pleased that you are happy with the service provided at Woodland View Nursing Home and your positive comments will be passed on to the rest of the team.

**Gaby Dale** *Assistant Clinical Director* Sheffield Health and Social Care NHS Foundation Trust 12/09/2019

Hello

Thank you for posting this.

Firstly, I want to acknowledge the context in which you come to write this. I understand that caring for someone you love that has a degenerative illness such as Alzheimer's is heartbreaking. Over a prolonged period of time and as the illness progresses it is a hugely demanding role, both physically and emotionally, and as healthcare professionals we really respect and appreciate this. At the point at which things understandably become unmanageable at home it's not unreasonable to simply want the best available care, at the earliest opportunity, preferably with a sense of permanency for your loved one, and that you as main carer could expect to feel supported through that process.

As you probably know, the Dementia Rapid Response Team (DRRT) aims to care for people on a short term basis who are experiencing a crisis situation in relation to their illness, to help stabilise that situation and wherever possible and appropriate help that person to remain in their own home. If and when that becomes untenable, we see our role as helping families and carers negotiate what is often a very convoluted process in order to meet their ongoing care needs as safely as possible. In a crisis situation, as you and your wife have experienced, this can often involve the use of temporary placements to allow further assessment of care needs and in doing so recommend the most appropriate onward care setting.

I can see from talking to relevant staff and reviewing computer held healthcare records that DRRT were closely involved with the care of your wife, maintained regular communication with yourself, put much considered thought in to the completion of the Continuing Healthcare assessment request, and indeed remained involved during the transfer of her care to Woodland View Nursing Home.

I can however understand that you would feel let down, and as you say, unprepared and ill equipped to represent your wife due to DRRT staff not attending on the day of your wife's Continuing Healthcare assessment. I understand that there was communication on the day between Woodland View and DRRT as to how and whether we were able to support you, and understand that due to clinical activity on the day it wasn't considered possible. I remain unclear as to how well this was communicated with you. I'd like to apologise for this.

The timing and management of someone's discharge from DRRT is of huge importance. I'm sorry that you clearly felt dropped by the team and the impact this might have had.

One of our main aims is that service users and their families have a helpful experience of our service. It feels like this has not been your consistent view, and I would really like to understand more about your experience with a view to informing and improving our ongoing practice, particularly in relation to how we work with carers, manage people's expectations of our service, and how best we're able to assist people in trying to navigate a very complex healthcare system.

If you'd like to meet to discuss this further please do contact me either by email [gaby.dale@shsc.nhs.uk](mailto:gaby.dale@shsc.nhs.uk) or by telephone via switchboard on 271 6310

Thanks again for raising this

Gaby

Gaby Dale

Senior Operational Manager

Older Adult Home Treatment Team

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Older Adult Home Treatment Team

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<b>North of England commissioning region</b>	4 stories
<b>NHS England North (Yorkshire and Humber)</b>	4 stories
<b>NHS Sheffield CCG</b>	1 story
<b>GPs in Sheffield</b>	1 story
<b>Richmond Medical Centre</b>	1 story

Brilliant service.

626370

04/02/2019

We brought our 88 year old Mum Lydia, who had spent 2 full days at the Northern general hospital to no avail, to see the doctor, She was marvellous with Mum, and knew the problem immediately was a uti, She gave her a thorough examination, spoke to her in a warm and friendly way, and also put our minds at rest. We cannot speak highly enough of this Doctor.

As Mum was so confused we thought it may be dementia, but no it was the infection that was confusing her so much.

Why didn't the hospital do a water test. She went to the Hallamshire alone only to be told she must make her way to the Northern general, they took her to the bus stop and said a bus will be here in thirty minutes. she then spent 8 hours at the hospital to find nothing out.

Carol.

15 views

**Sheffield Teaching Hospitals NHS Foundation Trust**

3 stories

**Northern General Hospital**

2 stories

**dementia patients**

**704015**

05/10/2019

I was upset by how some of the nurses did not care about dementia patients. Perhaps they need more training. I would not wish this on anyone's parents or relatives and I felt they thought they are not worth caring about .

27 views

**Nancy Henwood** *Patient Experience Co-ordinator* Sheffield Teaching Hospitals NHS Foundation Trust 10/10/2019

Thank you for leaving feedback and we are very sorry you have not had a positive experience. The experience you describe does not reflect the values we hold as a Trust and we take all concerns very seriously. If you would like us to look into this further please do not hesitate to contact our Patient Services Team to provide more details. You can do this either by calling them on 0114 271 2400 or by email at [sth.pals@nhs.net](mailto:sth.pals@nhs.net)

With thanks and best wishes

**dementia patients**

**707824**

29/10/2019

I was upset by how some of the nurses did not care about dementia patients. Perhaps they need more training. I would not wish this on anyone's parents or relatives and I felt they thought they are not worth caring about .

2 views

**Deborah Hopkinson** *Patient Experience Co-ordinator* Sheffield Teaching Hospitals NHS Foundation Trust 30/10/2019

I was very sorry and concerned to read your post. However, you have not identified where exactly you observed this behaviour. We would like to look into your concerns and would be very grateful if you could provide more information. Could you therefore contact our Patient and Liaison Service on telephone number 0114 271 1976 or email them at sth.pals@nhs.net

Thank you.

## Head nurse awful

**679587**

22/07/2019

Staff on H2 all nice and showed a lot of compassion whilst caring for my relative apart from head nurse attitude was awful tutted like skipie when the family said "no " to treatment as my relative was already frail had dementia bad and suffered a stroke.

28 views

Only just getting our heads round how bad they were. Staff don't always communicate with one and other head consultant saying one thing another saying differently. Staff could not have treat my relative better than they did they had time there was no rush they were gentle and spoke and treat my relative well. Staff busy but were always pleasant

**Deborah Hopkinson** *Patient Experience Co-ordinator* Sheffield Teaching Hospitals NHS Foundation Trust  
01/08/2019

I am sorry to hear that you have had such a mix of experiences in using our services. Of course I will feed back your comments but if you wish to provide more details so we can look into your concerns and respond to you, please can you contact our Patient Services Team on telephone number 0114 271 2400 or email them at [pst@sth.nhs.uk](mailto:pst@sth.nhs.uk)

Kind regards