



Addressing Unmet Needs Through the Nursing Strategy

**Frances Aitken – Lead Dementia Nurse in Stress and
Distress – St John's Hospital**

Focus and Ambition

- **Delivering excellent, person – centered, compassionate care**

Gold Standard practice is not 1-1 nursing, it is identifying unmet need and addressing this

What do I mean the ‘unmet need’?

Taking Action to Reach the Primary Goal

Pain

Constipation

Hydration

Lonely

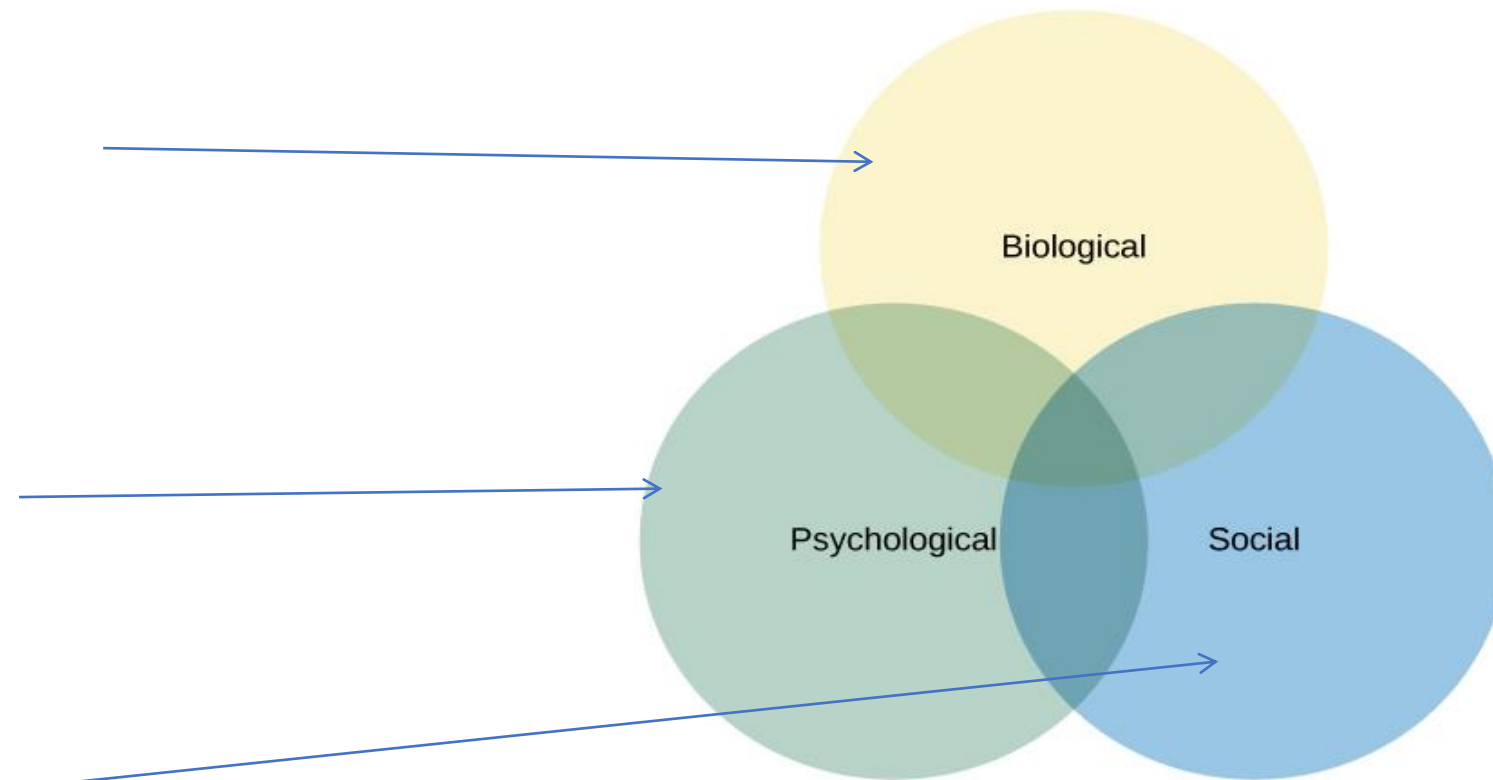
Worried

Low mood

Too Hot/Cold

High noise Level

Poor fitting clothes



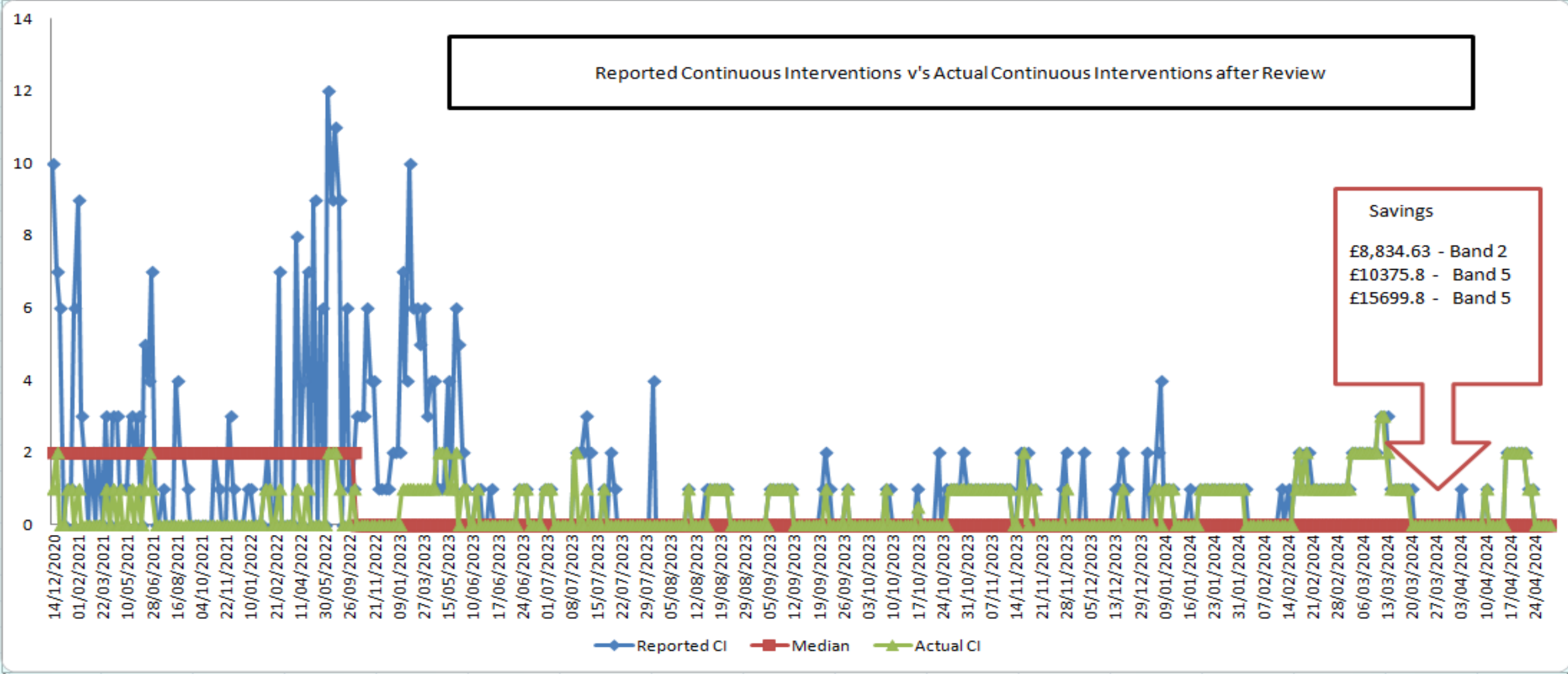
The Human Approach

Let me tell you a story.....

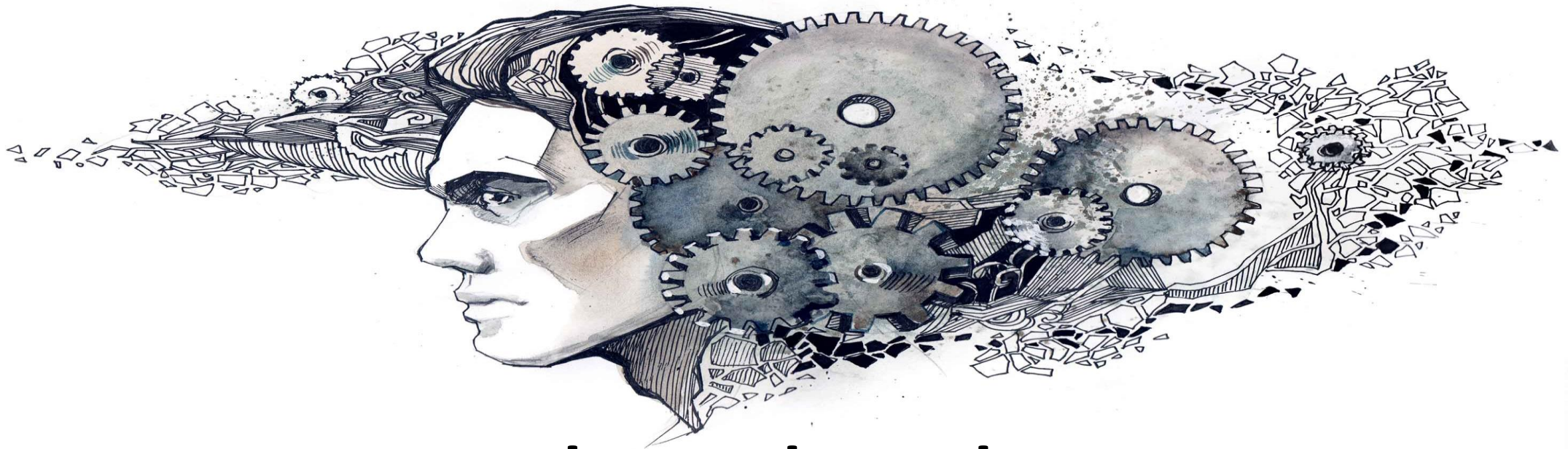
Mrs B....



Reported Continuous Interventions v's Actual Continuous Interventions after Review



Enter their Time and Space



Meet them where they are