

Dementia Report – The Experiences of Patients with Dementia and their Carers at Southampton General Hospital October 2024

Review and Update on Recommendations – January 2026

Healthwatch Southampton (HWS) met on 21st November 2025 with a team from University Hospital Southampton (UHS) to review the recommendations made in the HWS Dementia report of October 2024.

The report set out 3 main recommendations:

Recommendation 1: Improve Communication with carers regarding discharge.

UHS continues to work on this. They now have the Patients/Carers support hub, a valuable resource. It offers practical support to patients, families, and unpaid carers before, during and after a visit to one of our hospitals. They have also been doing work around drop in support for patients and carers involving local patient and carer support groups and services. The Complex Discharge Team at UHS has also been working on how to improve communication with patients and carers regarding services and support available to patient and carers once they are ready to leave the hospital. In addition, UHS is developing a carers strategy – being led by the Patient Experience and Care Experience Team.

Recommendation 2: Improve collaboration and partnership working with community organisations.

UHS hosted an event for Dementia Action Week in May 2025. The event was attended by some of our community organisations. In the photo we have members from the Alzheimer's Society and the Dementia Care Hub, along with the UHS Dementia and Delirium Team. In addition, the Dementia and Delirium team have attended and spoken at Caraway Carer's course. The UHS Dementia and Delirium Team are also members of the Dementia Friendly Southampton Group and regularly attend the meetings.



**University Hospital
Southampton Dementia
Action Week Event**

May 2025

Recommendation 3: Monitor the use of the “This is Me” booklet.

The UHS Dementia and Delirium Team continue to recommend the use of the “This is Me booklet”. They teach about its importance on Dementia Champions training Day and on our Student Day. We have also set up a Dementia Champions Teams Channel where we send updates and news to our Dementia Champions. The Dementia and Delirium Team are working on developing an audit tool for Dementia Friendly environments, one aspect of which, will be the This is Me booklet and monitoring it’s use.