

The environment is comfortable, empowering and promotes independence.
The environment encourages usual mobility, activity and social interaction.
Hospital planning and maintenance incorporates dementia friendly areas.

● People living with dementia and staff work together to ensure that the **environment is appropriate**, aided by The King's Fund Dementia Friendly Environmental Assessment tool.

● Signage, symbols and markers **support navigation** throughout buildings and are consistent throughout the region's hospitals.

● Adaptations are made to support the person in **moving around the environment safely** rather than restricting movement.

● A document or '**welcome pack**' should be provided and can be translated in the person's preferred language. This explains what resources, equipment and facilities are available in the hospital.

● People have opportunities to explore the layout of the ward as part of the admission process. Staff should take time to **show people where things are** and assist people whenever they appear unsure.

● The use of technology, for example, **call bells and radios** available within the environment will be discussed as will fixtures, fittings and the use of appropriate furniture and equipment.

● The area offers **quiet spaces** designed for people to ensure that noise and distractions are minimised.

● **Moving beds and changing wards** within the hospital are **minimised** where possible. Sometimes a move is unavoidable so every effort must be made to support the person and that the carer and family are informed. This includes support them to adapt to the new environment.

● Staff are vigilant about changes in **temperature and lighting**, and they manage this for a comfortable environment.

● People receive the **support and care to die with dignity**. Considerations are made such as single room access or adaptations to the environment for the dying person and their families and carers to support privacy.

● Where possible, there is a supported dementia friendly **outside space or garden** that people with dementia, carers and family can access and enjoy.

● People have access to fundamental items such as **dentures, glasses, hearing aids** and other aids that make them feel reassured and safe. Staff ensure these are clean and in working order.

● **The environment helps people** to see, hear and communicate better and promote independence. The person will also have an accessible space to keep their personal and comforting belongings. Staff will help the person to use and enjoy them.

