



# New Initiatives in Community Dementia Care

‘The McCusker Nurse’  
A Model of Carer Support



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*part of the Anglican community*  
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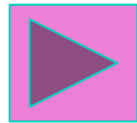
AMANA  
LIVING

*part of the Anglican community*

# The McCusker Nurse Vision



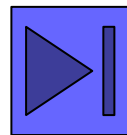
- Our vision is from the time a diagnosis is made: every person living with dementia 'PLWD' and their family carer will be allocated their own McCusker Nurse



to reduce confusion & stress about dementia.



clarify information about dementia services



review options and make referrals

# Funding



- The McCusker Charitable Foundation has seed funded the McCusker Nurse Service for 3 years
- Additional funding is now being sought to:
  - ensure the service continues to develop
  - to meet the needs of a greater number of clients
  - in all metropolitan areas
  - rural and remote regions

## The service commenced on June 20<sup>th</sup> 2011

- is believed to be the first of its kind in Australia
- does not duplicate an existing service
- facilitate links to services
- is a free one stop shop 'a model of carer support' for families living with dementia
- empowers carer to support a loved one living with dementia
- to remain at home, safe and happy for as long as practicable
- reduce admissions to hospital

# Client Numbers



- The service has grown rapidly and within the first 4 months exceeded expectations.
- The anticipated maximum case load for the McCusker Nurse in the first year is 100 clients.
- To date **235** clients have accessed the service.

# Access to McCusker Nurse Service



- The service is available during business hours
  - Monday – Friday
    - to families, carers and the PLWD
    - carers or family members who live north of the river
    - for informal carers of:
      - PLWD
      - mild cognitive impairment 'MCI'
      - seeking a diagnosis

# Type of Support



- The level of 'carer support' ranges from:
  - a general phone call or enquiry
  - home visit (s)
  - and more intensive support as situations arise



It is anticipated that the client needs will reduce when the carer and the PLWD have been linked to appropriate services

- Although a small number of clients may feel the need for ongoing support.



# Uniquely Positioned to Identify



A diagram consisting of four colorful, rounded rectangular notes connected by a teal line. The notes are: a green note with 'Carer unmet needs', a purple note with 'carer burden', a pink note with 'links clients to:', and a yellow note with 'dementia & aged care services'. The teal line starts at the top left, loops around the green note, then connects to the purple note, then to the pink note, and finally to the yellow note, ending at the bottom right.

Carer unmet needs

links clients to:

dementia & aged care services

- **Assist Carers:**  
to support the PLWD-to live at home to reduce hospital admissions.

# Referrals From

Aged Care &  
Dementia  
specific  
Agencies

Family  
members

Hospitals  
Osborne Park  
SCGH  
HPH JHC

**ACAT**  
RAILS Nurse  
Social Workers  
Memory Clinics

Geriatricians  
GP's

'Nurses'  
Parkinson  
Continence  
Advisory

Community  
Care  
Services

**CCRC**  
RAS Teams  
Service  
Providers

Day  
Centres

Service  
Providers  
HACC CACP  
EACH, EACH-D

Dementia  
Specific  
Services

AAWA  
Support Services

**DBMAS**

The logo for AMANA LIVING features a stylized sailboat icon above the text "AMANA" in a large, bold, sans-serif font, with "LIVING" in a smaller font below it. The entire logo is contained within an orange-bordered box.  
**AMANA**  
LIVING

Retirement  
Living

# How Clients Learnt About Service

- Hospital Social Workers /Nurses 6%
- Local Newspaper 9%
- GP 9%
- A friend 13%
- **Remainder:** 19%
  - Internet: Community: DBMAS
  - Carer Groups: CCRC: AAWA
- ACAT 22%
- Amana Living Services 22%

● Referrals  
made to  
ssssssss

AAWA  
Alzheimer's  
Australia WA  
ssss

DBMAS  
aaaa

COMMONWEALTH  
Carer Respite  
Centre  
aaaaaaaa

Osborne Park Hospital  
ACAT  
RAILS Nurses  
FFFFFFFFFFFF  
FFFFFFF

Assistive  
Technology  
AAAAAAAAAAAA  
AAAAAAAA

Medical  
Services  
GP  
ppppppp

VVVVVVVVVVV  
Parkinson's  
Nurses  
HHH

Continence  
Advisory  
Service  
AAAAAAAAAAAAAAAAAAAA  
AAA

bbbbbb  
eb

Nurses  
Parkinson's

# Assessment Tools



- Modified Caregiver Strain Index: 'MCSI'
- McCusker Nurse Satisfaction Survey

# The Modified Caregiver Strain Index 'MCSI'

MCSI is a comprehensive self administered 13 question caregiver assessment tool.

It measures the level of caregiver burden a consequence of providing long term care to a disabled adult.



# 'MCSI' Sample Questions



- **Question # 1.**
- **My sleep is disturbed:**  
(For example: the person I care for is in and out of bed or wanders around at night)

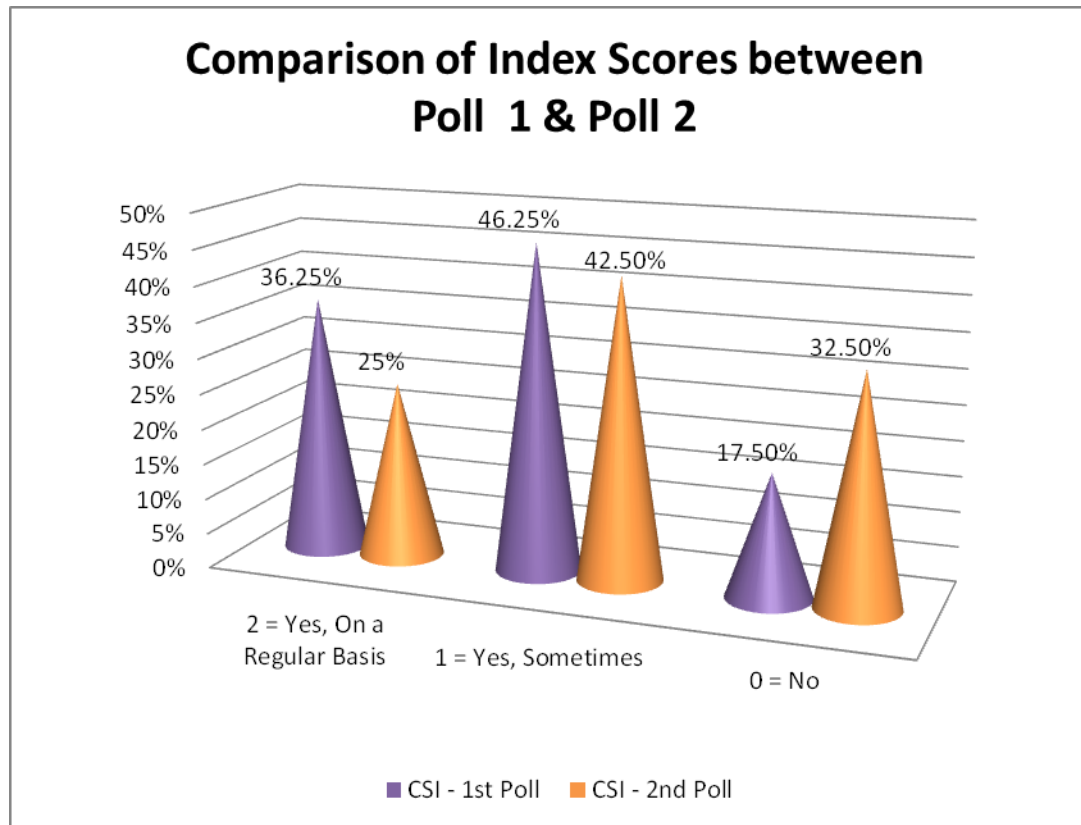


- **Question # 4.**
- **Caregiving is confining:**  
(For example: helping restricts free time or I cannot go visiting)

# MCSI- Compared Results @ 6 months



## My Sleep is Disturbed Q 1.

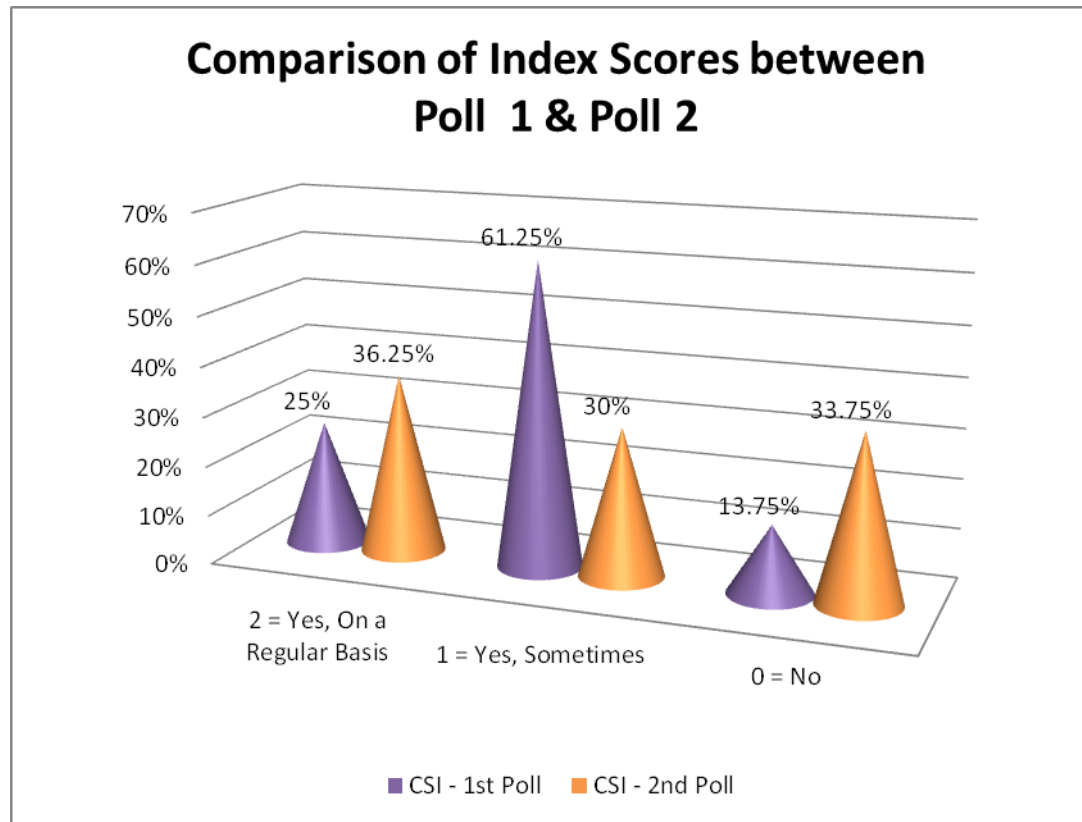




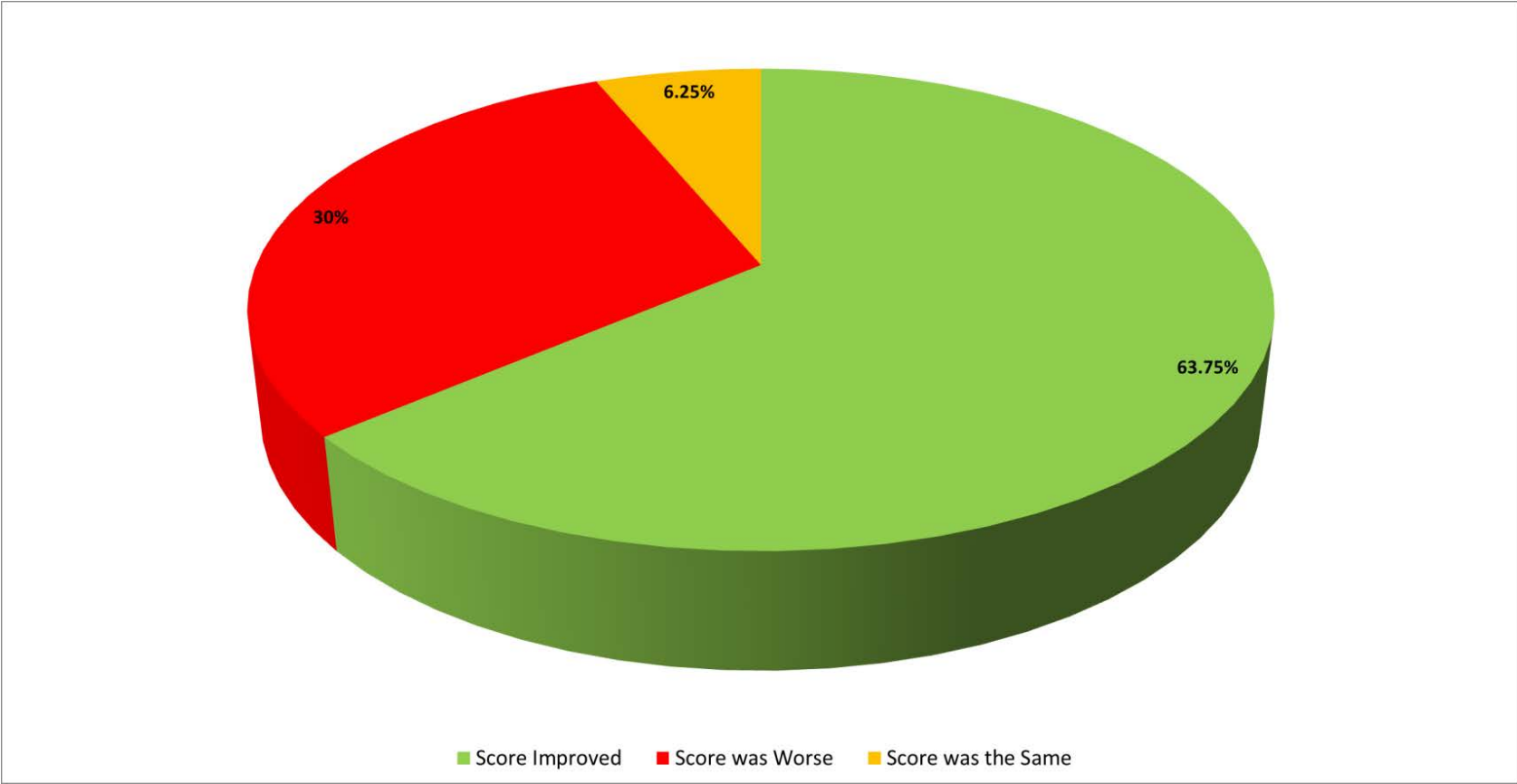
# MCSI – Compared Results @ 6 months



## Care Giving is Confining Q 4



# Percentage Changes @ 6 Months



- **Satisfaction Survey Sample questions:**
  - Q 3. How satisfied were you with: the Information provided?
  - Q 5. The ability of the McCusker Nurse to understand your needs and preferences?

# McCusker Nurse Satisfaction Survey

- Outcomes:

Satisfied:

Very

Moderately

Unsatisfied

Very

Moderately

# Satisfaction Survey Statement



● Question # 3  
How satisfied were you with:  
The Information provided

Very Satisfied: 98.46%  
Moderately Satisfied: 1.54%

# Satisfaction Survey Response: Q 5



## Question # 5

The ability of the McCusker Nurse to understand your needs and preferences?



- Case Study

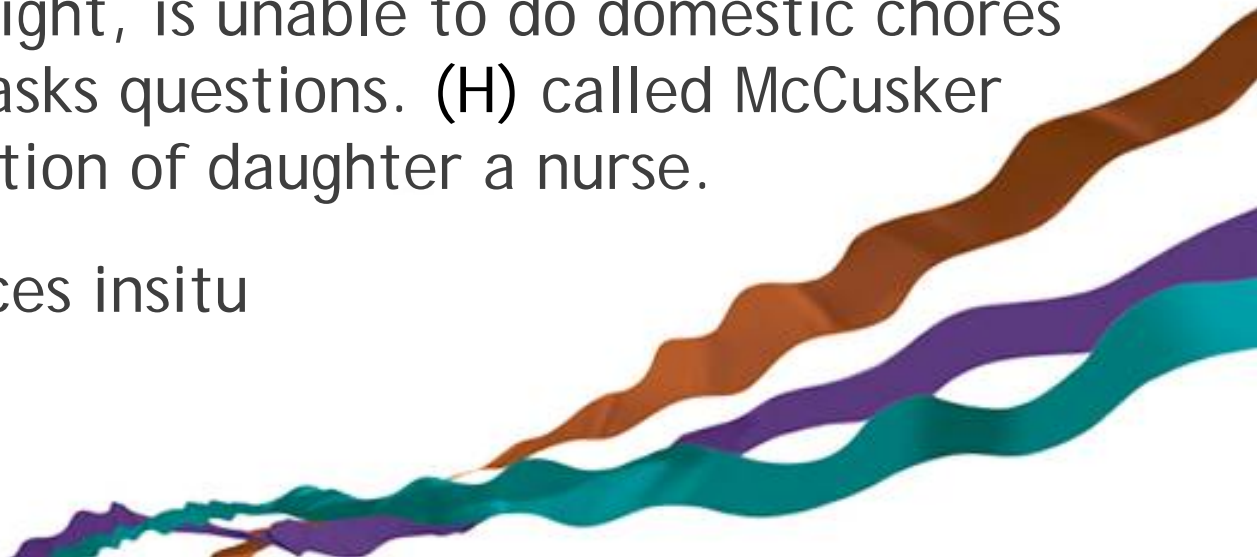
Jomay is an 70 year old lady,  
who lives with (H)

§

Bridget is a 52 year old lady,  
who lives with (H)

## • Case Study 1

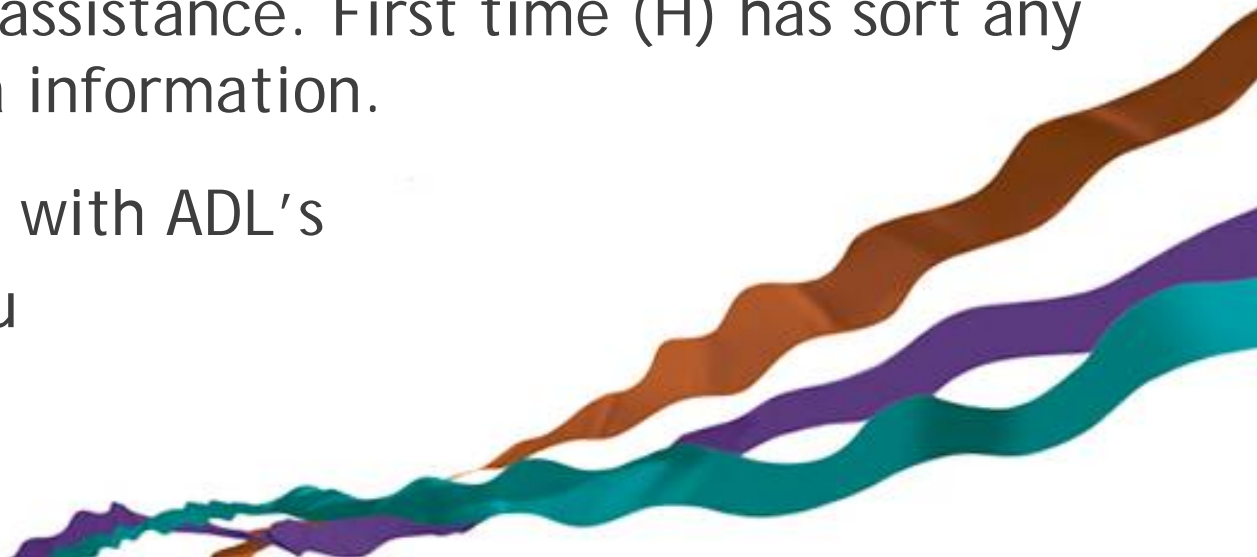
- Jomay is aged 70 and lives at home with her husband in a retirement village. Was diagnosed 3 years ago with AD but enjoys good health. Worked as a nurse in an RACF until her late 60's and volunteered at the same facility until diagnosis enjoyed exercise groups.
- (H) feels Jomay follows him everywhere, and wont let out him out of sight, is unable to do domestic chores and constantly asks questions. (H) called McCusker Nurse on suggestion of daughter a nurse.
- No formal services insitu





## • Case Study II

- Bridget is a 52 y/o lady diagnosed with AD 5 years ago, lives with (H), numerous social stressors: (H) now unemployed, limited access to resources, recent death of sister. Eldest daughter has severe depression is unemployed and lives at home.
- (H) noticed McCusker Nurse article in community news and call seeking assistance. First time (H) has sort any kind of dementia information.
- Needs assistance with ADL's
- No services insitu



- Questions



# McCusker Nurse Contact Details:

- Telephone: (08)9424 6393
- Mobile: 0417 519 253
- Email: [mccuskernurse@amanaliving.com.au](mailto:mccuskernurse@amanaliving.com.au)
- Corporate Office Located: **541 Hay Street Subiaco WA**

# References:



- Amana Living: McCusker Nurse Satisfaction Survey
- The Modified Caregiver Strain Index (CSI) By M. Terry Sullivan, RN, MSW, MSN, CMC, Connecticut Community Care, Inc. Issue Number 14, Revised 2007.