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BRIGHTwater


AMANA

Bethanie

Three Organisational Approaches to Supporting People with Dementia

WA DTSC Dementia Networking Seminar
22 July 2015

Funded by the Australian Government Department of Social Services. Visit www.dtsc.com.au for more information.





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Wendy Hudson
Wellbeing and Dementia Support Coordinator,
Brightwater Care Group

Louise Jones
Dementia Care Specialist,
Amana Living

Michelle Harris
Dementia Consultant,
Bethanie

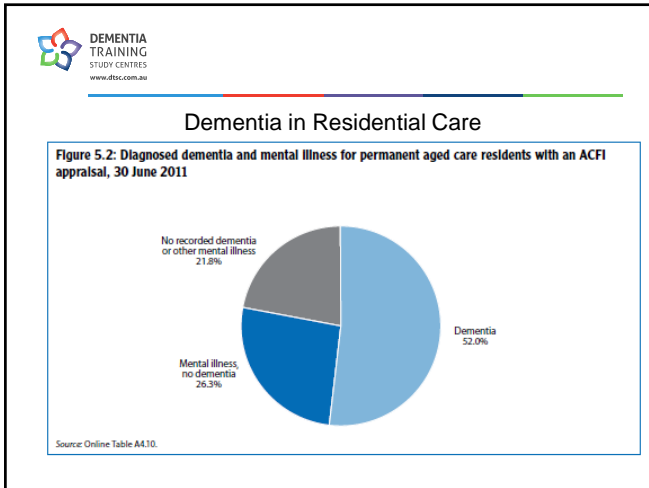


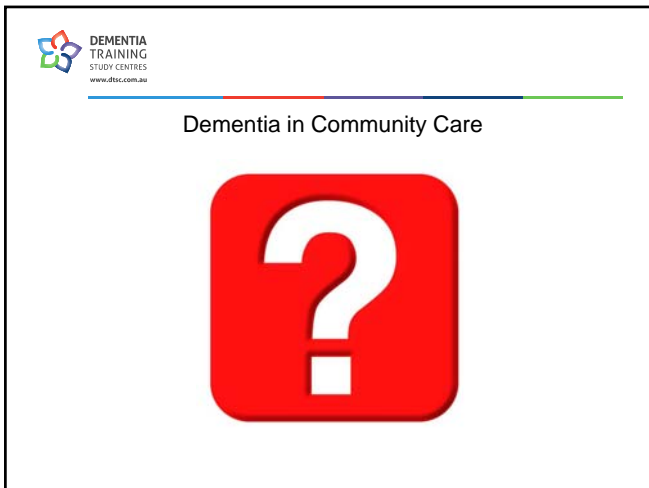


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Session Aims

- Approaches to individualised care and support
- The value of partnering
- Understanding communication and behaviour
- Creating enabling and supportive social and physical environments
- Practical strategies to support people with dementia, their families and staff





Three Organisations

Brightwater Care Group
Over 2000 staff
30 locations, over 2600 clients, aged from 18 to 104
13 aged care residences, include 1 dementia specific, 1 transition care, others with dementia specific houses. Over 670 residents.
578 Home Care Packages including 20 Transition Care, 24,000 hours HACC
Disability Services for adults with acquired disability – residential, rehabilitation and transition care
Kingsway Court over 55s precinct
Brightwater Linen and Catering. RTO.

Amara Living
1285 staff + over 200 volunteers
13 aged care residences, include 2 dementia specific, 5 with dementia specific units. 2 transition care sites. Over 800 residents.
3 dementia specific Day Clubs
1200 home care clients (Packages and HACC services)
17 retirement communities
McCusker Nurse Service for carers of people living with dementia
Total Catering Solutions. RTO.

The Bethanie Group
Over 1,600 staff
12 aged care residences, 979 residents.
430 Home Care Packages, 250,000 hours HACC and Respite Care (Geraldton – Busselton)
6 Social Centres
752 Retirement village units / apartments
252 Supported housing units



Three Approaches – One Focus

- Human beings are unique
- Each person's experience of dementia will be unique





Brightwater Care Group

- Person-centred dementia consultancy for more than a decade
- Residential design - enhance ability, reduce anxiety and confusion
- Allied health teams – residential and community
- Dementia specialist AHS community service team
- Dedicated staffing in some residential House teams
- 1 day corporate dementia training
- Research – NHMRC Cognitive Decline Partnership Centre; Quality Jobs, Quality Care Project





Wellbeing and Dementia Support Coordinator

How to effectively support Brightwater's statement of purpose – 'to enable wellbeing'

- Wellbeing and dementia knowledge, skills and attitudes – site specific training
- Knowing the person – TOP5 and Wellbeing Profile
- Wellbeing mapping - interdisciplinary assessment and team based problem solving for support planning
- Processes and practices to embed individualised approach
- Advocacy, mentoring, resources, linkages, networks






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The immediate view

- Reactive, problem-solving approach
- Priorities:
 - communication
 - responsive behaviour
 - pain
 - sleep hygiene
 - cognitive ramps
- Collaborative and effective teamwork
- Consistent implementation, monitoring and evaluation of strategies
- Celebrate and communicate what works






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Communication Dos and Don'ts


- ✓ **Agree** never argue
- ✓ **Redirect** never reason
- ✓ **Distract** never shame
- ✓ **Reassure** never correct
- ✓ **Reminiscence** never say "remember"
- ✓ **Repeat** never say "I already told you"
- ✓ **Say "Do what you can"** never say "you can't"
- ✓ **Ask** never command
- ✓ **Encourage and praise** never condescend
- ✓ **Reinforce** never force




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The long-term perspective

- Proactive, early intervention approach
- A rehabilitative approach – cognitive and physical
- Supporting transition into care
- Constructive and collaborative staff-family relationships
- Integrating care and activity: "Are you a human being or a human doing?" - turning tasks in our work into moments of opportunity to **be with** the person
- Problem-solving not pills
- A life well lived









Dementia Care Specialist
Amana Living

Role is very flexible focusing on:

- Practical problem solving
- Application of theory to practice
- Providing resources for service development



Practical Culture Change


The Challenge:
Limited time and resources available to develop a plan to promote practical cultural change

Main aims:



- To further develop understanding and positive outlook of staff working with residents in Dementia Specific Unit
- To improve well being of residents

Coverage:

- Initially one site but looking to roll out to at least another two






The Results...

Well-being Workshops


- Initial series running over a thirteen week period
- Same time same place every week for first six weeks then change of time to pick up some different shifts
- First week one hour session, then every week after one hour
- Attracting core staff for unit, care, nursing, therapy, lifestyle and hospitality










Week One: Introduction to Well-being



- First task - staff attitudinal questionnaires which are repeated at completion of thirteen weeks
- Rest of session spent investigating well-being using AI Powers 7 wine glasses of well-being
- Staff introduced to the PANSIS
- Staff selected first resident to be work-shopped the next week



The Seven Wine Glasses of Well Being


Thinking about yourself mark what you think is your current level of each of the signs of well being

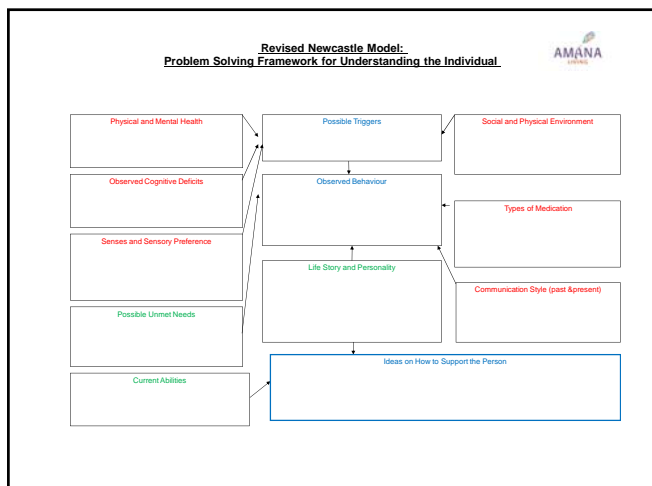
<p>The Wine Glass of Joy happiness; pleasure; delight; contentment; enjoyment</p> 	<p>The Wine Glass of Growth development; enrichment; unfolding; expanding; evolving</p> 
<p>The Wine Glass of Meaning significance; heart; hope; import; value; purpose; reflection; sacred</p> 	<p>The Wine Glass of Autonomy liberty; self-governance; self-determination; immunity from the arbitrary exercise of authority; choice; freedom</p> 
<p>The Wine Glass of Security freedom from doubt, anxiety, or fear; safe, certain, assured; having privacy, dignity, and respect.</p> 	<p>The Wine Glass of Connectedness state of being connected; alive; belonging; engaged; involved; not detached; connected to the past, present and future; connected to personal possessions; connected to place; connected to nature.</p> 
<p>The Wine Glass of Identity being well-known; having personhood; individuality; wholeness; having a history</p> 	

Week Two: Improving Resident Well-being

- Completed PANSIS on selected resident and discussed implications
- Mapped resident using the Newcastle model
- Settled on ideas to try
- Selected resident for following week from the list





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Weeks Three to Thirteen

- Discuss what has been done for previous weeks resident
- Discuss PANSIS result for current weeks resident
- Map resident using Newcastle model and come up with ideas
- Select following weeks resident

Final week:

- Redo staff attitudinal questionnaires


Follow up:


- Redo PANSIS for each resident


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So Far

- Completed seven weeks
- Staff more engaged than initial resident session
- Maintained steady numbers attending
- Needed to allocate tasks to kick start action
- People coming up with comments after session
- Care staff are teaching nursing students and others who haven't attended
- RN feedback of positive impact on household





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Dementia Consultant Bethanie

Living the 6 – a culture change that started in 2014

- Support is from the top e.g. Executive and Board
- Dedicated Staffing Models
- Building Designs
- Education Review
- Dementia Awareness Month Events in September






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Dementia Approach


- Wellbeing approach for everyone: staff, client and family
- The Environment – person centred
- The Person First not the dementia/disability
- Pre-Assessment Care Planning and Review
- Communication +++++
- Workforce and Training and Research


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Building Blocks of Empathy with Family


- Communication, communication, communication . . .
- Support to a family prevents social isolation helps the Person with dementia remain connected
- Spatial behaviour and the importance of the environment cannot be overlooked
- Recreational respite





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Exploring the Future

- Care environments enabling people not disabling people
- Resident Choice Vs Risk Management
- Assistive technology
- Mobile dementia respite services
- Dementia on the "high street " shop fronts
- Increased volunteers buddy for a person who has dementia




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Questions?





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Dementia – Learning resources

Understanding Dementia MOOC Aug 17, 2015

<http://www.utas.edu.au/wicking/wca/mooc>

SCIE e-learning: The Open Dementia Program

<http://www.scie.org.uk/publications/elearning/dementia/index.asp>

Dementia Gateway <http://www.scie.org.uk/publications/dementia/index.asp>

DTSC <http://dtsc.com.au/>

Care Fit for VIPs <http://www.carefitforvips.co.uk/#what>

Dementia Care Matters <http://www.dementiacarematters.com/>

Dementia Care Australia

http://www.dementiacareaustralia.com/index.php?option=com_content&task=view&id=294&Itemid=81

Montessori for dementia <http://montessorifordementia.com.au/>

What is Alzheimer's disease? <http://www.youtube.com/watch?v=9Wv9jrk-qXc>

20 questions, 100 answers, 6 perspectives (on dementia)

<http://www.youtube.com/watch?v=AYVEYRwdsEo>

Alzheimer's Australia <https://fightdementia.org.au/about-dementia-and-memory-loss/resources>