

A Gardeners Guide to Culture Change in Dementia Care



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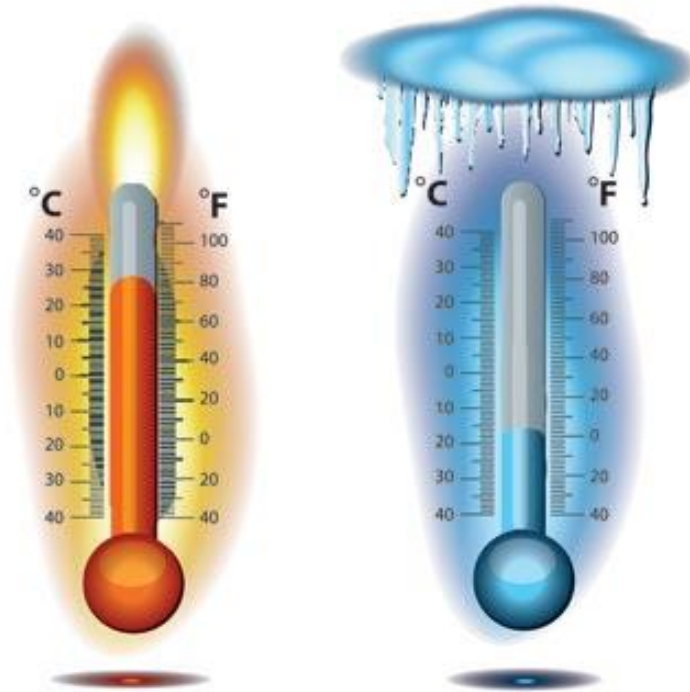
Step 1: Know your Soil

Before starting a journey it is a good idea to know where you are starting from and where you want to go to!



Understand where your culture is at

Trust
Respect
Fun
Relationships
Do what's
Needed
Commonality



Cynicism
Blame
Frustration
Devalued
Unions
Sickness
Role restricted
Selfish

How to measure

Staff Satisfaction Surveys

Sickness

Turn over

Culture Measurement Tools

Client/Resident feedback

(<http://www.edeninoznc.com.au/Eden-Homes-Centres/Eden-Surveys/Eden-Surveys-Now-On-Line.asp>)

Step 2: Warm the soil



Actions Speak Louder than Words!

Mitzvahs

Social Occasions

Thank You

Organisational Recognition

Feedback

Develop and share a vision

Step 3: Planting The Seeds

Learning is a constant not an event



Education and Training are Critical

Where are the knowledge gaps?

What training do you consider mandatory?

Utilise learning circles

Knowledgeable and skilled staff are a key to your culture

Who needs to be involved?

Step 4: Empower the Gardeners

Empowerment requires:

Knowledge

Trust

Resource

A warm culture

Self directed work teams

Wise Management

The Shabahz

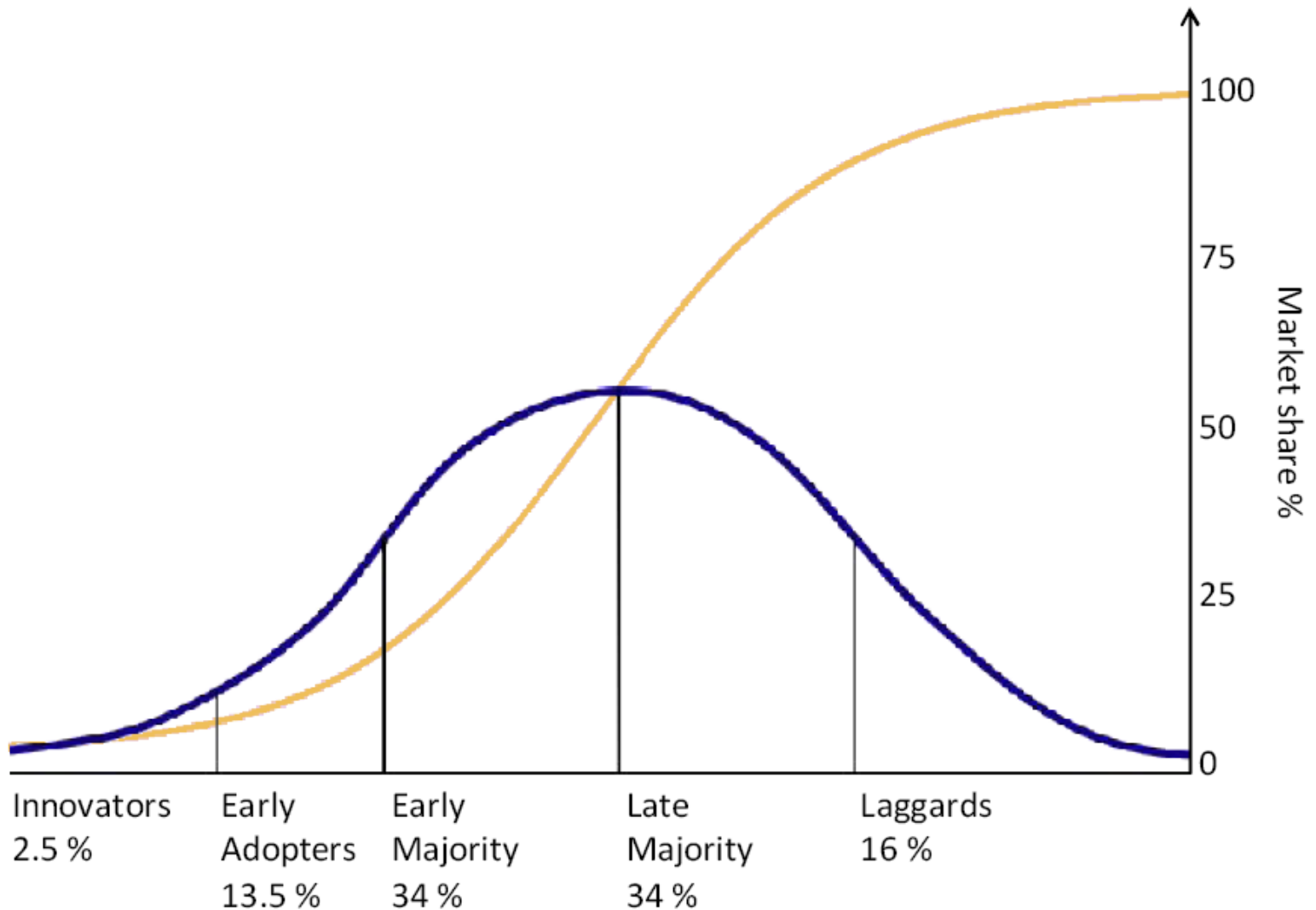
(<http://thegreenhouseproject.org>)

Step 5: Don't Water The Weeds



Where to invest your energy

Tipping Points (Malcolm Gladwell) and Diffusion of Innovation Theory (Everett Rogers)



Stages of Adoption

Rogers, 1962

- 1. Knowledge**
- 2. Persuasion**
- 3. Decision**
- 4. Implementation**
- 5. Confirmation**

Step 6: Be A Wise Gardener

Management is doing things right; leadership is doing the right things.

[Peter Drucker](#)

Management Treat Staff as Staff Treat Elders

Eden Alternative

**Culture change requires wise and brave
leaders**

Leadership can come from anybody

Do we foster leadership skills?

Are you a leader?

What we can Learn from Geese



Fact 1: As each goose flaps its wings it creates an "uplift" for the birds that follow. By flying in a chevron or "V" formation, the whole flock adds 71% greater flying range than if each bird flew alone.

Lesson: People who share a common direction and sense of community can get where they are going quicker and easier because they are travelling on the thrust of one another.

Fact 2: When a goose falls out of formation, it suddenly feels the drag and resistance of flying alone. It quickly moves back into formation to take advantage of the lifting power of the bird immediately in front of it.

Lesson: If we have as much sense as a goose we stay in formation with those headed where we want to go. We are willing to accept their help and give our help to others.

Fact 3: When the lead goose tires, it rotates back into the formation and another goose flies to the point position.

Lesson: It pays to take turns doing the hard tasks and sharing leadership. As with geese, people are interdependent on each other's skills, capabilities and unique arrangements of gifts, talents or resources.

Fact 4: The geese flying in formation honk to encourage those up front to keep up their speed.

Lesson: We need to make sure honking is encouraging. In groups where there is encouragement the production is much greater. The power of encouragement (to stand by one's heart or core values and encourage the heart and core of others) is the quality of honking we seek.

Fact 5: When a goose gets sick, wounded, or shot down, two geese drop out of formation and follow it down to help and protect it. They stay with it until it dies or is able to fly again. Then, they launch out with another formation or catch up with the flock.

Lesson: If we have as much sense as geese, we will stand by each other in difficult times as well as when we are strong.

Step 7: Take Continual Care of Your Garden

Ongoing reviewing, temperature measuring, reaffirming of vision is needed

Deal with the Droughts

Make it sustainable and not reliant on one leader

Final Step: Enjoy The Harvest!





Celebrate
SUCCESS

Celebrate the good things

Celebrate the achievements

Celebrate each other

Let the world know what you are doing

What is Your Vision for Your Garden?

Henry, finding a key

(<http://www.youtube.com/watch?v=QG7X-cy9iqA&feature=related>)

Further Information:

Eden Alternative Model:

www.edeninoz.nz.com.au

www.edenalt.org

Spark Of Life

www.dementiacareaustralia.com

Household Model:

<http://actionpact.com>

Greenhouse

<http://thegreenhouseproject.org>

Culture Change Resources:

www.culturechange.org

<http://walkingthetalk.com>