

Creating a climate of safety for people living with dementia and their professional caregivers

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Intentions

- Explore the concept of responsive & self-protective behaviour through a person-centred lens
- Recognize the interplay between life experiences, co-morbidities, & interactions for a person with dementia
- Identify ways to enhance safety for people living in care & for their caregivers

A show of hands..

- How many people think a person with dementia is “violent”?
- How many people think a person with dementia is “intentionally aggressive”?
- How many people here would like to be labelled “violent” or “aggressive” if you become cognitively impaired?



Descriptive language changes our perceptions



Starting Point (Old Culture)

- Control
- Problem behaviour
- React
- Correct
- Expect
- Victim
- Pacer
- Anxiety
- Wandering

Destination (New Culture)

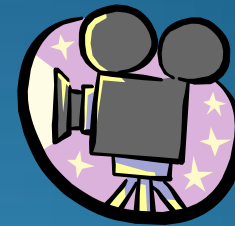
- Accommodate
- Personal characteristic
- Respond
- Connect
- Accept
- Individual
- Motivated
- Eagerness
- Exploring

Reframing perceptions & language

Responsive Behaviours

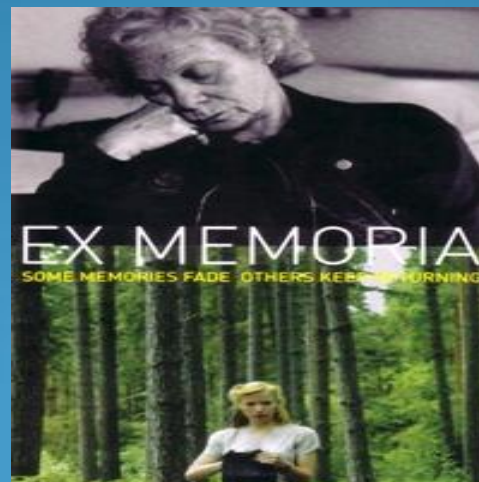
- Self-protective, defensive or communicative behaviours that a person with dementia uses to respond to real or perceived threats the person does not understand
- Result of an unmet need

The story of Eva

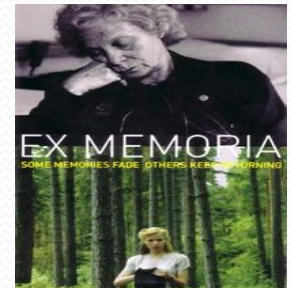


Some memories fade

Others keep returning

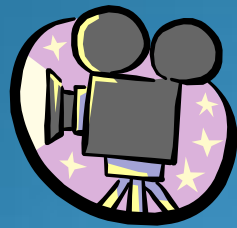


- How does this film help you to understand what Eva might be feeling?



- How do you think she might experience & interpret being wheeled down a corridor; staff talking to other residents; residents talking out loud?

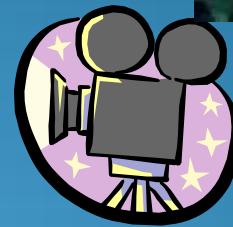
More about Eva.....





- What did you observe during the family visit?
- What else did you notice going on in Eva's environment?

More about Eva.....



- What may have been Eva's perception of what was going on?
- What do you think motivated her to get up from her wheelchair & leave the area?
- Would Eva be labelled as "resistive to care"? An "elopement risk"?



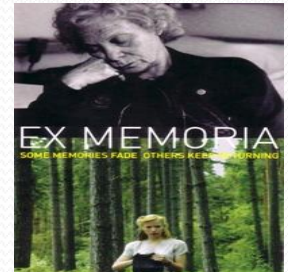
- What do you think she wanted the male caregiver to do for her? Why?
- What was person-centred about the male caregivers' approach?



Changing perception & language

Traumatic experiences & unresolved conflicts

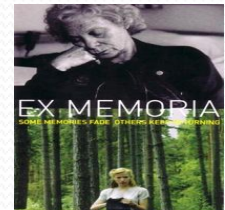
- The present may be seen through experiences from the distant past
- Make use of these memories to make sense of the present



Changing perception & language

Traumatic experiences & unresolved conflicts

- Memories may mirror how the present feels
- The past may deliver what the present can't (using imagination)



*Creating a climate of safety
for both is complicated – a
systems approach is required*



- The Person always remains inside the patient.
[resident/client]
- Focus on remaining Abilities: what can the person still do?
- No matter what stage of dementia, there is always an internal need to be successful.
- We must not accept behavior problems as normal.

Top picks to create a climate of safety

- Leaders are critical
- The power of "one", find the champions; teachable moments
- Do an education needs assessment and action plan

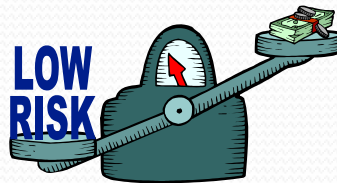
Resource: Dementia Education Needs Assessment (DENA) @ www.akeontario.org

Top picks to create a climate of safety

- Assessments are a priority– use a systems approach **E.g. GPEP**
- Care plans are living documents that tell the person's story
- Give RCAs permission to Stop, Look, Listen & Evaluate

More top picks .. Communications

- Support RCAs in partnering with families
- Listen to RCA's report & follow up
- Defuse incidents & resolve conflicts



More top picks to create a climate of safety

- Don't just process paperwork– Focus on people
- Carefully analyze staff intentions, values & beliefs
- Be proactive versus reactive

and finally..

- Take a close look at “routines”
- Review policies & procedures E.g.
Moving in; staff orientations
- Staff *vigilance* in high risk areas & during high risk time

Safety first & foremost always!

Reflections

- What would it take to change the approach to responsive behaviours in my organization?
- What can I do today to create a climate (culture) of safety for people with dementia & their professional caregivers?

References

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- Suggested Readings
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identification of agitated & excessive behaviours and client centred interventions

Look at Me

