

# Person-Directed Dementia Care Begins With You



## Resources For You!

Illinois Pioneer Coalition Northern Summit 2019

Tuesday March 5, 2019 11:00am-12:30pm

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# Education Experience

## “The Journey of Alzheimer’s”



## Interactive and Engaging resources

for care partners of those with dementia related diagnosis. Person Directed Positive Engagement that will always focus on setting the individual up for success, celebrating their personhood and promoting their best ability to function!



# Areas of Focus:

- Educate Your Team-Foundation of Positive care delivery & Resident Relationships
- Experience training exercises
- Empower & Engage your care team to promote person-directed living & promote personalized resident engagement

# What IS Culture Change?

A transformation in philosophy and practice to de-institutionalize care and create resident-centered/directed approach in all aspects of life....

# How Does Resident-Centered Culture Affect The Care Team?

- Relationships between the staff & residents are at the heart of care
- Systems and structures are developed to support those relationships

# Examining Our Thinking About Dementia

<https://www.youtube.com/watch?v=-k6LfwkFa4c&list=PL6238AFBCCD86D496&index=30>

# Shift our Thinking – Kim Warchol





**Changing Our  
Perception...**

**Changing Our  
Care...**

<https://youtu.be/UL5LfBRe4Uo>

**EDUCATE!**

**EDUCATE!**

**EDUCATE!**



# Education Experience

## “Words Associated with Alzheimer’s”

- **Partner Up – Learning Circle...make a list of words/feelings you associate with Alzheimer’s & Dementia**

# How would this feel to you?

- To never know who your caregiver is
- To always have caregivers that don't know your preferences
- To know that you may not see that person again
- There is a possibility that a single resident could have over 21 or more direct caregivers in a week – that is 42 pairs of hands performing intimate care!

# Education Experience

## “My Favorite Things”

- List 5-10 things that bring you joy each day
- Imagine you were not able to do most of these on any given day
- This is WHY we MUST obtain our Resident's story from move in day!

# Consistent Assignment Benefits

- STAFF KNOW THEIR RESIDENTS!
- Resident Engagement based on WHO they are
- Build positive relationships
- Increase resident and family satisfaction
- Improve staff satisfaction
- Quicker awareness of clinical problems
- Improve staff accountability
- Improve communication between shifts and with other disciplines
- Improve Quality Outcomes!!!



# Person-Centered Care

(Dawn Brooker, based on Tom Kitwood's work)

- **Valuing** people with dementia and those who care for them. (V)
- Treating people as **individuals**. (I)
- Looking at the world from the **perspective** of the person with dementia (P)
- Providing a positive **social** environment in which the person with dementia can experience well-being. (S)

# Consistent Assignment

- *“Consistently assigning the same care givers to the same nursing home residents every day”* - David Farrell 2007
- Refers to assignments for nursing assistants – including C.N.A.’s and Unit Helpers
- Readily extends to Charge Nurses, Social Workers, Housekeepers and others

# Excess Disability

- Persons with Alzheimer's Disease are already disabled from their cognitive loss.
  - “Excess Disability” will be recognized and eliminated to optimize health, functional status and well being.

# Contributors to Excess Disability

- Lack of consistent staff
- Lack of meaningful activities
- Not understanding behaviors as communication
  - Adverse effects of medication
    - Physical problems
- Not recognizing medical events quickly
  - Lack of adequate nutrition

[om/watch?v=HwSMPXlQXoE&list=PL79riYuDnvGhwGYk9JFMH3wfqoDPP9vNB&index=41](https://www.youtube.com/watch?v=HwSMPXlQXoE&list=PL79riYuDnvGhwGYk9JFMH3wfqoDPP9vNB&index=41)

Communicating with Someone with Dementia

# Education Experience: “Who Are You?”

- Partner Up...Take 2minutes and share with the person next to you...
- What does YOUR community have in place to learn the story of your residents from move-in?
- How do you share, communicate, where does information live?

*Life is a Remarkable Journey*



# STORYTELLING

*Celebrating Life Stories*

Behind Every  
Life Journey...  
There Is A Story



RIVERSIDE  
SENIOR LIFE C  
Assisted Living &







# How We Learn about Our Resident's Life Story... Build It Into Your Culture

- Bios are emailed out on new residents moving in to our clinical staff & managers to share with their teams
- We “ASK” our Residents
- WE “ASK” our Families (sometimes for residents in Memory Care)
- 5 Things Assessment
- Personal Preference Lists may be in binders at your front reception desk (Kankakee)
- IN2L – “My Page” – Experience Team creates personalized pages on IN2L with resident's favorite things to do
- IN2L – “MY STORY” – Experience Team creates the “STORY” of the residents during first few months
- Clinical Team – C.N.A.'s Touch screen computer – Resident Profile
- Memory Care – Individual forms for each resident
- Dept. Meetings/Huddles/Shift Report
- New Resident Socials
- “Live To Learn” series – Residents present/share about them, hobbies

# Person-Centered Care What Does It Mean to Residents/Families?

Karen's Story...

# Goals of Relationship-Based, Person-Centered Care

The goals are:

- To see the person as a unique individual
- To respect remaining skills and abilities
- To support them to be successful and maintain independence
- To help them meet their needs for attachment, inclusion, identity, occupation, and comfort.
- To support them as a member of a community

# Person-Directed Strategies

- Help the person manage their Own CARE
- Ask the person about their preferences
- Get to know the person
- Do tasks WITH the person
- Be strength based
- Offer comfort
- Celebrate
- Avoid Physical intervention

# Our Focus....

- Shifting our thinking from negative to positive
- BEST ABILITY TO FUNCTION – BATF
- Abilities at EVERY stage of the disease
- Focus for our residents – what CAN they do, MAY they do, WILL they do...POSITIVE APPROACHES, LANGUAGE, ALWAYS!

<https://www.youtube.com/watch?v=0lIcihpIYQ>

**Dementia Care: "Task-Oriented vs. Person-Centered Care" with Teepa Snow**

**Connections to all team members...housekeeping, activities, culinary**

# GET CONNECTED

- ACKNOWLEDGE – GREET
- INTRODUCE
- GIVE A COMPLIMENT
- SHARE SOMETHING
- MAKE A POSITIVE OBSERVATION
- KNOW SOMETHING PERSONAL



# POSITIVE PHYSICAL APPROACH

- BE CONSISTENT!
- Pause at edge of public space
- Gesture/Greet by name
- Offer hand to shake/Hand under hand
- Make eye contact
- Approach slowly from the front
- Respect intimate space
- Pause for response

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MH3wfqoDPP9vNB

Going With The Flow..

Exercise with Water  
Water Pitcher/napkins

# SKILLS FOR ENGAGEMENT

- Provide info about task
- Keep it short, simple
- Ask the person to “try”
- Ask resident to “help” you
- Provide step by step tasks
- Express appreciation

# SYSTEMATIC CUEING

- VISUAL – SHOW
  - Point, show objects, gesture
- VERBAL-TELL
  - Talk, tell, step by step
  - Simplified, short phrases
  - Lead with their name
- TACTILE CUES-TOUCH
  - Shake hand, hold hand, their hand on top
- Use more visual than verbal

# HAND UNDER HAND

- Connects resident and care partner in a positive and friendly way
- Protects the carepartner from sudden physical actions and squeezing of hand
- Engages the resident in the task – rather than having the task done TO the person – promotes resident using familiar pathways in brain
- Preserves motor skills as dementia progresses, by allowing the person to do “SOME” of the task
- [www.teepasnow.com](http://www.teepasnow.com)

# PERSON- DIRECTED RESIDENT ENGAGEMENT

Understanding person-directed abilities, focused activities.  
How do you maximize participation and engagement?

# BENEFITS OF RESIDENT ENGAGEMENT RESOURCES

- Can be an effective alternative to using medications to reduce agitation and challenging behaviors
- Sensory stimulating engagement can be effective to decrease anxiety, provide comfort
- Simple touch-based engagements can occupy their hands in safe & soothing ways

<https://www.youtube.com/watch?v=7Ek04qjT-xQ>

Filling the Day with Activities



# Meaningful, Purposeful Engagement

- What are examples you've seen in your workplace?
- What are resources you have in your community?
- Have you ever engaged residents in purposeful connections?

# MUSIC & MEMORY

- “HENRY WAKES UP” – You Tube Videos – FREE RESOURCES
- IPOD Therapy
  - Same time each day
  - When behaviors escalate – Music goes on...resident begins to de-escalate
- Name That Tune
- “Finish the Lyric game”
- Musical Instruments – piano, organ, guitar, hand instruments
- Hymn Sing
- Concerts
- Intergenerational Connections – schools
- IN2L – multiple musical options
  - Karaoke
  - Hymns
  - Music Maker

# Sensory Stimulating Engagement

- Bubble Column - Residents find this very calming and relaxing to look at and watch. Pictured below, there is a small remote that has been velcro'd to the bottom/back of the column. This allows you to change the colors, change the speed of the colors as well as to turn the lights off. After you are done using the remote, please make sure you return it to the back of the column.



# Sensory Stimulating Engagement



# Sensory Stimulating Engagement

- FOR THE RESIDENT WHO “LOVED THE BEACH” ...
- MOLDING SAND
- OCEAN WAVE PROJECTOR



# Tales and Travel Circulating check out kits



- Ideal for Caregivers to Check Out
- Extra Supplemental Materials
- Contact Northeastern Area Agency on Aging West Chicago Office
- To Check these out

# About Tales & Travels

- Tales & Travel Memories is an innovative book and reading library program that provides services directly to people diagnosed with Alzheimer's Disease and related dementias, not just their caregivers. Each one-hour program takes participants on an imaginary trip to another country or region of the United States and includes books, music, objects, folktales, and interesting facts about each destination country or region of the United States.
- Tales and Travel Memories is delivered by volunteers and Gail Borden Public Library District staff to 12 assisted living facilities in Elgin, Illinois. Visits are arranged ahead of time, and volunteers often deliver the same destination to multiple facilities, ensuring that participants receive personal attention during the program.
- <http://talesandtravelmemories.com/about/>

# Tales & Travel Circulating Kits

- Each kit consists of:
  - All associated with the specific kit destination
  - 5 nonfiction highly illustrated books
  - 1 folktale
  - 1 doll
  - 1 flag
  - 1 music CD
  - 1 DVD
  - 1 inflatable globe and pump
  - Caregiver Binder with more info about the library outreach program the kits are based off of





# Caregiver Kits

*St. Charles Public Library - St. Charles, IL*

- Promote memory stimulation, inspire meaningful conversation, and encourage continuing education for individuals who have Alzheimer's disease and dementia
- Enjoyable reminiscence activity or conversation starter for a caregiver to use with someone who has dementia.
- Kits include varied combinations of a DVD, music CDs or a coffee table book
- Each kit is themed to spark different memories
- Featured themes are ones the older adult population would remember growing up
  - "Laughing with Lucy"
  - "Chicago Sports"
- Kits are located in a Caregiver Kiosk which debuted at the end of August 2016.



# Educational & Engagement Kits

*St. Charles Public Library - St. Charles County, IL*

- Promote memory stimulation, inspire meaningful conversation, and encourage continuing education for individuals who have Alzheimer's disease and dementia
- Specifically used for outreach programming to facilities
- Each kit has a theme older adults will relate to
- Kits contain:
  - 10 booklets with researched facts & photos
    - Each booklet is 10-14 pages & laminated
  - 4-5 objects on the theme to enhance the kit

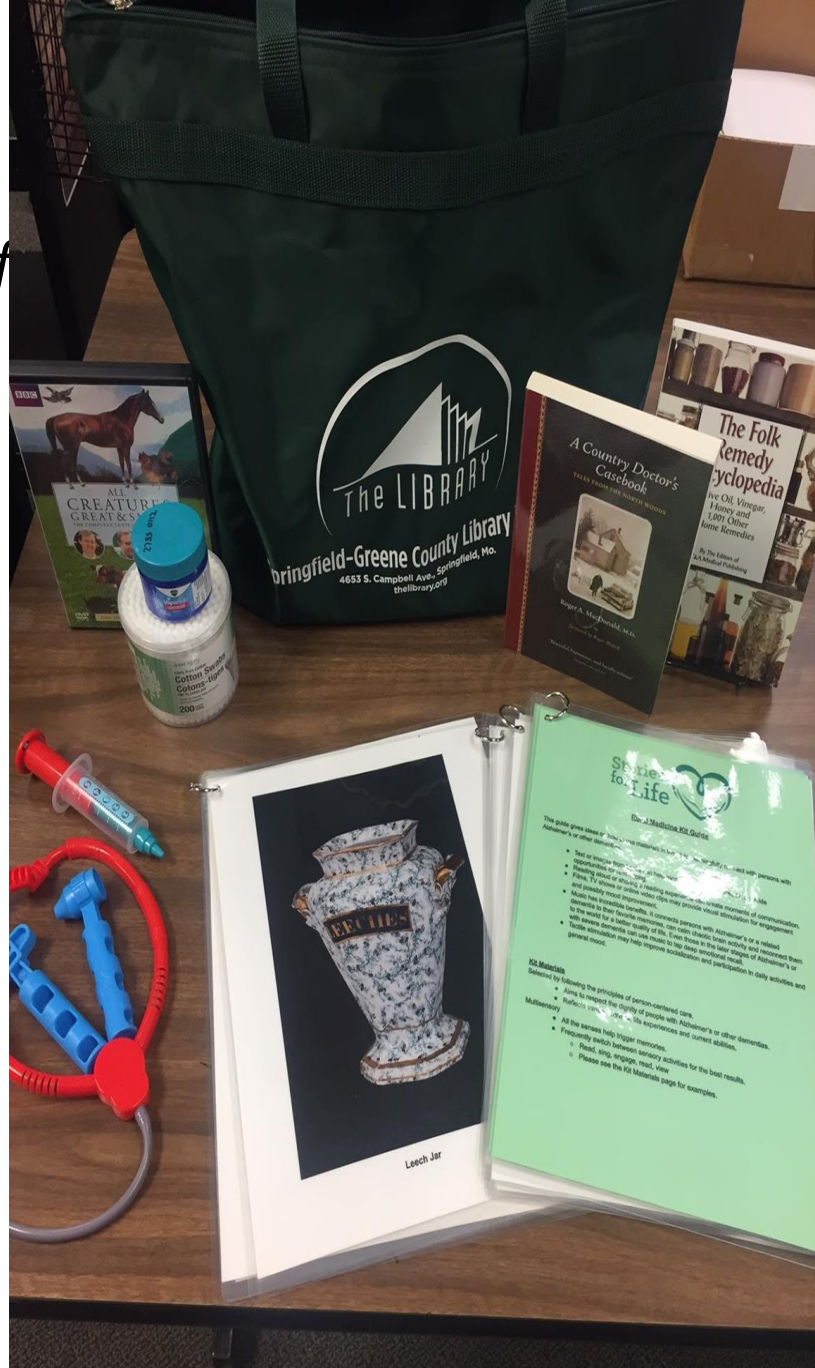




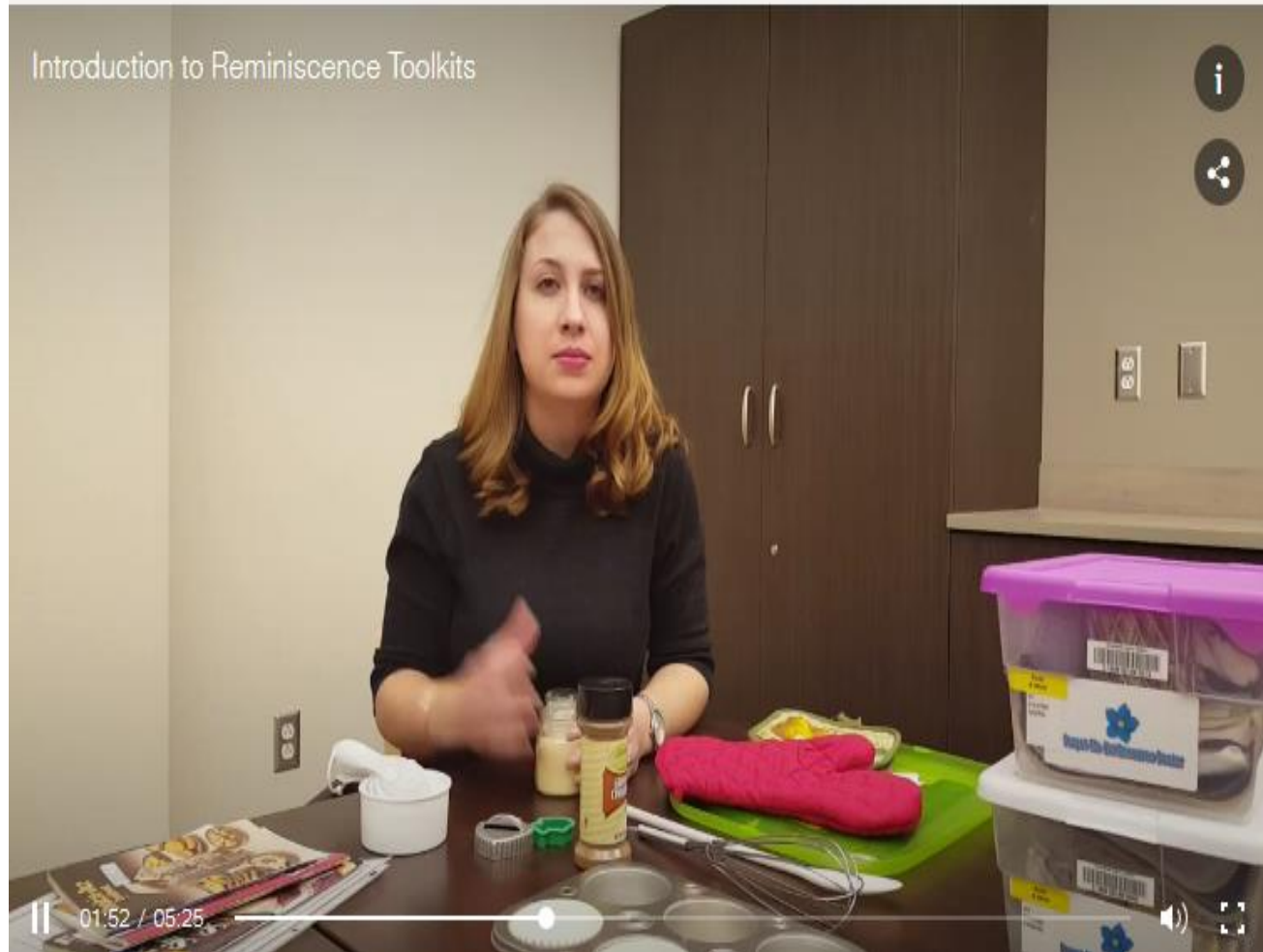
# Stories for Life Kits

*Springfield-Greene County Library - Springfield*

- Promote memory stimulation, inspire meaningful conversation, and encourage continuing education for individuals who have Alzheimer's disease and dementia
- For outreach programming to facilities & individual check out
- Locally grant funded to create 25 thematic kits
- Many of the popular programs were translated into a kit
  - Animals, Rural Medicine, Grandma Moses, Space Race, History of Springfield Baseball, Cowboys and Outlaws
- Designed by following the principles of person-centered care
- Content driven by theme & available



# Baking, sewing, and farming Reminiscence Toolkits



# MEMORY CAFE



# How Do YOU Get To Know the Residents' Life Story...



# Intergenerational Connections Partner With Social Work Students!

- Sociology & Aging Class  
10wk project
- Students/Residents Meet  
Weekly
- Students Write The Resident's  
Story
- We print booklets for them
- We Celebrate The Experience
- We share booklets with teams



LIFE STORY





<https://www.youtube.com/watch?v=qGqYaRhjxrM>

"Calming & Comforting a Person Living with Dementia"  
with Teepa Snow

EXERCISE – watch clip/partner up/practice

# WEBSITE RESOURCES

- [www.pioneernetwork.org](http://www.pioneernetwork.org)
- [www.illinoispioneercoalition.org](http://www.illinoispioneercoalition.org)
- [www.teepasnow.org](http://www.teepasnow.org)
- [www.dfamerica.org](http://www.dfamerica.org)
- [www.alz.org](http://www.alz.org)
- [www.surveyontraining.cms.hhs.gov](http://www.surveyontraining.cms.hhs.gov)
- [www.nursinghomehelp.org](http://www.nursinghomehelp.org)



*Thank-You For All You Do!*

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