

Caring for People

- Canada is experiencing a growing and aging population; the number of people with dementia is increasing.
- Up to 90% of people with dementia may experience behavioural and/or psychological symptoms (yelling, swearing, hitting).
- Caring for people who experience complex behaviours related to dementia can pose a significant challenge to the skills and coping abilities of families, other residents and residential care staff.
- Standardized education, such as PIECES and GPA, can enhance care for people who live in care homes.
- Bringing learning to life needs role modeling and coaching, as well as peer and leadership support.
- Strengthening the skills of people who care for people with dementia is 1 of 5 recommendations from the Alzheimer's Society 2010 report, *Rising Tide: The Impact of Dementia on Canadian Society*.

Seeing the Person

“Aggressive” or “challenging” behaviour is best understood as a responsive behaviour to exert control or to protect or defend oneself. (Talerico & Evans, 2000)

Some responsive behaviours you may see:

- Repetitive calling out
- Repetitive questions
- Looking for exits
- Restlessness
- Social disinhibitions
- Swearing, insults
- Suspiciousness
- Refusal of care
- Physically striking out
- Anxiety & depression
- Withdrawal
- Collecting things
- Hearing & seeing things that don't exist
- Loss of personal space awareness

Responsive behaviour left untreated has been associated with staff burnout, Residential Care placement, move to acute care, poor management of other health conditions and excess health care costs. (Steel, Cohen, Mansfield, Ballard)

Please call 604-708-5217 for more information on the VCH Dementia CARE Strategy in Residential Care

For more copies, go online at <http://vch.eduhealth.ca> or email phem@vch.ca and quote Catalogue No. FM.415.D44
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www.vch.ca

Dementia C.A.R.E. Strategy in Residential Care

The goal is to improve the **quality of life** of the person, family and staff experiencing and affected by the **Behavioural and Psychological Symptoms of Dementia**. Gentle approaches are used to care for people living in Care Homes.

Our vision is of Collaborating Across Residential Care Environments to help people who experience and are affected by responsive behaviours related to dementia.

Vancouver Coastal Health has created the VCH Dementia C.A.R.E. Team: 1 Lead, 1 Resource Nurse/Educator and 3 PEER Residential Care Aides.

Our Vision



What We Do



Education

- Plan and deliver education (GPA, PIECES)

Build Partnerships, Integrate & Collaborate, & Build Capacity

- Link to resources
- Empower staff to develop specialized skills and knowledge to improve their comfort and confidence

Develop, Implement & Evaluate

- Help staff in using what they learned from education into their day to day work through coaching, mentoring and role modeling
- Is it making a difference?

Advocate

- Be the voice for the residents, families and staff
- Use research to improve the lives of people living with dementia and those who care for them

Education

P.I.E.C.E.S

Goals:

- To provide a framework for assessing behaviours.
- To provide a team approach to assessment and care planning.
- To increase the understanding of the older person with complex physical, cognitive/mental health needs and associated behavioural issues.

Teaches:

- An approach to understanding and enhancing care.
- A framework that is organized and logical.
- TEAM conversation is essential to share information and find solutions.
- To help understand the meaning behind a person's complex responsive behaviour

To ask 3 questions about a person's behaviour:

1. What has CHANGED?
2. What are the RISKS and possible causes?
 - a. **Physical**
 - b. **Intellectual**
 - c. **Emotional**
 - d. **Capabilities**
 - e. **Environment**
 - f. **Social**
3. What is the ACTION?

<http://www.piecescanada.com/>

GPA

(Gentle Persuasive Approach)

Goals:

- To provide education on person-centered, compassionate and gentle approaches.
- For staff to develop their confidence and skills to care for people who have responsive behaviours.

Teaches:

- Separate the person from the disease; find the person behind the illness.
- All behaviour has meaning - staff need to figure out what the behaviour means.
- People with dementia communicate emotionally through behaviours - using non-verbal communication and validation techniques are helpful.
- Staff need to STOP what they are doing if the person is responding in a distressed or self-protective way; look, listen and readjust your plan.
- Gentle redirection techniques are used as a last resort when a person's behaviour puts themselves or others at risk.

<https://www.ageinc.ca/>