Person Centered Care for Person's With Dementia

TRO Conference London 2017

The warmth of human connection
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• Bachelor Recreation and Leisure Studies Honours Therapeutic Recreation, Brock University
• Received CTRS Certification in October 2014
• Cedarvale Lodge Care Community October 2014-April 2015 Recreation Therapist
• Bloomington Cove Care Community June 2015-June 2016 Recreation Therapist
• Bloomington Cove Care Community June 2016-Present Director of Resident Programs and Admissions
Bloomington Cove Care Community

Bloomington Cove Care Community is located in a rural setting just minutes from Stouffville’s town centre. At Bloomington Cove, 112 residents with special needs benefit from creative, state-of-the-art dementia care programs that promote choices, independence and quality of life. Bloomington Cove is the only licensed long term care centre in the Province of Ontario devoted exclusively to dementia care.

Bloomington Cove meets the complex needs of its residents through its commitment to innovation, research and staff training. We support the “Hush, No Rush Approach”, and the “Gentle Persuasive Approach”; two unique systems of dementia care designed to engage residents in making decisions, support natural wake up times and enhance quality of life.

Through caring, knowledgeable staff members, and ongoing dialogue with residents, families and our partnerships within the community, we ensure that our innovative services remain responsible; supporting the needs of each resident.

Bloomington Cove is the proud recipient of OLTCAs (Ontario Long Term Care Association) Person Centred Care Home of the Year Award
Game Plan

Learning Objectives

• At the end of the session, each participant will be able to implement four interventions with those with Dementia
• At the end of the session, each participant will be able to implement one new assessment for those with dementia
• At the end of the session, each participant will be able to list 3 strategies to be able to implement Person Centered Care into their practice
Activity

• Desert Island
Activity

Write down three things you must take with you (Family, Pets, Photos, etc..)

Three things you cannot live without!
“You don’t know what it’s like to be sick. It’s like you’re walking forwards but you’re moving backwards”
But First, What is Dementia?

- [https://youtu.be/_KlRpFu1Ub8](https://youtu.be/_KlRpFu1Ub8)
The Impact of Dementia
Dementia

Some common behaviours typically seen in those living with Dementia:

- Pacing
- Repetitive questioning/ movements
- Vocalizing
- Refusing care
- Many more unique expressions

These behaviours are:

- Unique to each individual
- Are a result of a person’s past and present life experiences
- May be the result of an unmet need
Need-Driven Dementia Compromised Behaviour (NDB) Model

- Demonstrates how dementia-related behaviours are more than the disease process
- Illustrates how a responsive behaviour is a way of communicating a need for the person
- Allows team members to view responsive behaviours on a larger scale to support the individual in a Person-Centered Care focus

(Fitzsimmons, 2014)
Describing the NDM Model
(Algase, et al., 1996)

Background Factors:
• Neurological
• Cognitive
• General Health
• Psychosocial

Proximal Factors:
• Physiological Need States
• Physical Environment
• Social Environment
• Functional Impairments*

UNMET NEED

NDB
• WANDERING
• Vocalizing
• Physical Aggression
• Passivity
• Nonaggressive psychomotor behaviour

* Functional Impairment added to model by Fitzsimmons, 2014, for purpose of guidelines
The Philosophy

Person-centred care is a philosophy that acknowledges and respects the individual values, lifestyles, and needs of people with dementia.

The philosophy supports the belief that all individuals with dementia, regardless of the stage of the disease, have the right to dignity, respect, and the highest possible quality of life.

Person-centred care promotes individually tailored care plans that meet each individual’s personal interests, habits, and needs.
The benefits

- Assists in establishing a sense of “Flow” for the residents
- Helps to identify triggers related to responsive behaviours which will help TR professionals and the team deescalate situations
- Improve overall quality of life

From Flow: The Psychology of Optimal Experience by Mihaly Csikszentmihalyi (page 74)
Person Centered Care

Understanding the Resident
- Assist RT in generating successful interventions

Successful interventions
- Facilitates high quality of life and meaningful experiences

High quality of Life
- Assists in reducing responsive behaviours
Person-Centered Care

Resident Life History Assessment

• Bloomington Cove Specific tool
• Began in 2016 as a Dementia Care Initiative
• Now is completed upon admission
• Many questions adapted from Admission Social and Wellbeing Assessment from Point Click Care
Person Centered Care

How to start?
Person Centered Care

An assessment!
Resident Life History Assessment

Method:

1) Speak to the resident. Get to know them in the moment
2) Speak with Families, Friends, Private Care Companions
3) Share in confidence with your Interdisciplinary team
# Life History Assessment

## PERSON CENTRED CARE
Knowing the Resident - Life History

<table>
<thead>
<tr>
<th>Resident Name/Home Area:</th>
<th>Person(s) Interviewed:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date:</th>
<th>Relationship:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Describe your home and the town you grew up in:

Do you have any sisters or brothers?

What are some of your family traditions?

Tell me about your school days and career:

Do you like animals? If so, what kinds of animals?

What type of music do you like? Do you have a favourite song?

What do you see as your greatest strengths?
Life History Assessment

What were some of the challenges you have experienced?

Was religion important for you and your family?

What foods do you like and dislike?

How did you meet your spouse?

Do you have children?

What personal values are important to you?

What do you enjoy doing in your leisure time?

What are your pet peeves?

How do you like to be comforted when you’re not feeling well?
Information Selection

Why Use a Resident History Assessment?

• Grasp a true sense of the individual
• Gain clarity on topics resident may reference
• Provides direction for TR Interventions
• Information needed for entire Interdisciplinary Team
• Short, to the point, and easy to reference
Quick Reference Form

• Implementing the quick reference form allowed us to have fast access to provide correct interventions for residents, using the information in the Life History Assessment

• Can be adapted to reflect different interventions as per resident needs
<table>
<thead>
<tr>
<th>Resident</th>
<th>Robotic Cat</th>
<th>Helping Hands</th>
<th>Doll Therapy</th>
<th>IPod Music Therapy</th>
<th>IPod Playlists/Comments</th>
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</thead>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Sing Along.</td>
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<tr>
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<td>✓</td>
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<td>1950’s music, Love Lifted me, church music (prefers to use speakers).</td>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>All Around American Favourites, Sing Along</td>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Church Music, Sing Along, Frank Sinatra, Dean Martin</td>
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<tr>
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<td>✓</td>
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<td>✓</td>
<td>✓</td>
<td>Cantonese Music, Church Music</td>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Italian Music, Dean Martin, Church Songs</td>
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<tr>
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<td>✓</td>
<td>Country Music, Sing Along</td>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Michael Buble’</td>
<td></td>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>1960’s Music, Sing Along, Forest Gump, Move It Up Music.</td>
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<tr>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Forest Gump</td>
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<tr>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>(Does not enjoy music)</td>
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<tr>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>German Music, Jimmy Staar and His Orchestra.</td>
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</tr>
<tr>
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<td>✓</td>
<td>✓</td>
<td>Cantonese Music, Church Music.</td>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Move It Up Music</td>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>Church Music, Sing Along.</td>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Church Music, Country Music.</td>
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<tr>
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<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Tamil music, Indian dancing music</td>
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</tr>
<tr>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>Church Music, Elvis Presley, Sensory Music</td>
<td>(Prefers listening to radio on speakers)</td>
</tr>
</tbody>
</table>
You gathered the information...... Now what?
Person-Centered Care Binders
Person-Centered Care Binders

• Located in each Nursing Station
• Specific to each home area
• Discussed daily at Risk Meetings with the Care Team each shift (Team Huddles)
• Updated and completed by Recreation Therapist
Benefits of Implementation

• Each individual is seen as a whole person, with a history, interests, successes and challenges

• Every member of the interdisciplinary team is able to advocate for each resident’s likes and dislikes

• Responsive Behaviours become easier to deescalate and prevent from happening when you understand, and know the person
Person Centered Care

Why does it matter?
Person Centered Care

Are there more ways to utilize the information?
YES!
Information from the Life History Assessment is also used to create the My Life’s Journey, a personalized poster that gets framed and placed in each residents room.
My Life’s Journey

• Display of a person’s personal attributes, accomplishments, memories and values in their room
• Makes each resident’s room more personal
• Acts secondary as a personal “Welcome” gift to the home
• Quick resource for the entire team to know a little bit more about the person
• Excellent conversation starter
My Life’s Journey

Resident’s Name

My favourite memories:
- 

My favourite hobbies:
- 

My biggest accomplishments:
- 

What I value the most in my life:
- 

Resident’s Photo
Person Centered Care

The Interventions!
Person Centered Care and TR

Programs Person-Centered Care binders help support:

- Doll Therapy
- Robotic Cats
- IPod Music Program
- Montessori Programming (Helping Hands)

Assists each shift, each department, each team member to facilitate a meaningful opportunity for the resident
Doll Therapy

Research Results – The Benefits:
Reduction in negative and challenging behaviours
Promotes positive behaviours and mood
Increases quality of life
Reduced pacing; reduced risk of falls
Reduction in antipsychotic medications
Although some employees voiced concern; i.e. demeaning, inappropriate, they later reported calming effect, reduction in wandering, increased communication and improved speech

Doll Therapy is typically facilitated as PRN on a 1:1 Basis with residents
Robotic Cats

Similar benefits as noted from Doll Therapy. The Robotic Cats have demonstrated results in reductions of behaviours among men, such as pacing, refusing care, and
IPod Music Therapy

Proven benefits of iPods programmed with personal music include:

- Increased cooperation
- Reduced resistance to care
- Reduced agitation
- Enhanced socialization
- Valuable tool in reducing reliance on anti-psychotic medications
- Reduced pacing, hence reduced risk of falls

Facilitated in small groups, 1:1 or PRN
Montessori Programming
Team Involvement

• Communication is the key
• Expressing the “Why”
• Keeping it Resident Focused
• Our Challenges
Key Take A Ways

• A person with Dementia who is having a responsive behaviour is typically expressing an unmet need.

• Knowing the resident is the key to establishing “Flow”, reducing common behaviours and providing successful interventions.

• Person-Centered Care is a strong philosophy geared at engaging the whole team as a strong unit to provide exception care on all levels for residents in LTC.
It’s not always easy, but it’s always worth it!
Questions?
Thank You