

# DEMENTIA

# Person centred approach



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**Level 2 Diploma in Health and Social Care**

**Unit DEM 202**

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## **Assignment task – DEM 202 The person centred approach to the care and support of individuals with dementia**



### **In your work role: Purpose and aim**

In your work role in health and social care you will be asked to provide the knowledge and understanding required to enable the individual with dementia to experience well-being. You will be able to develop your knowledge of the person centred approach to dementia care and support.

**Task ①** Understand approaches that enable individuals with dementia to experience well-being

- Describe what is meant by a person centred approach
- Outline the benefits of working with an individual with dementia in a person centred manner

**Task ②** Understand the role of carers in the care and support of individuals with dementia

- Describe the role that carers can have in the care and support of individuals with dementia
- Explain the value of developing a professional working relationship with carers

**Task ③** Understand the roles of others in the support of individuals with dementia

- Describe the roles of others in the care and support of individuals with dementia
- Explain when it may be necessary to refer to others when supporting individuals with dementia
- Explain how to access the additional support of others when supporting individuals with dementia



## Assignment task – DEM 202 Information

**Well being e.g.**

- Sense of Hope
- Sense of Agency
- Confidence
- Self esteem
- Physical health

Evidenced in well being indicators:

- Can communicate wants, needs and choices
- Makes contact with other people
- Shows warmth and affection
- Showing pleasure or enjoyment
- Alertness, responsiveness
- Uses remaining abilities
- Expresses self creatively
- Is co-operative or helpful
- Responding appropriately to people

- Expresses appropriate emotions
- Relaxed posture or body language
- Sense of humour
- Sense of purpose
- Signs of self-respect

#### **Carers e.g.**

- Family
- Partner
- Friends
- Neighbours

#### **Others e.g.**

- Care worker
- Colleagues
- Managers
- Social Worker
- Occupational Therapist
- GP
- Speech & Language Therapist
- Physiotherapist
- Pharmacist
- Nurse
- Psychologist
- Admiral Nurses
- Independent Mental Capacity Advocate
- Community Psychiatric Nurse
- Dementia Care Advisors
- Advocate
- Support groups



## **Assignment task – DEM 202 Answers**

**Reference for Assignment task – DEM 202 The person centred approach to the care and support of individuals with dementia**

The Essentials Workbook1 Person First... dementia second by Bupa

**Task ①** Understand approaches that enable individuals with dementia to experience well-being

- Describe what is meant by a person centred approach (22 pages to answer the question)

With my own words, person centred approach is a **picture of the individual's needs with words.**

What is meant by « a person centred approach » ?

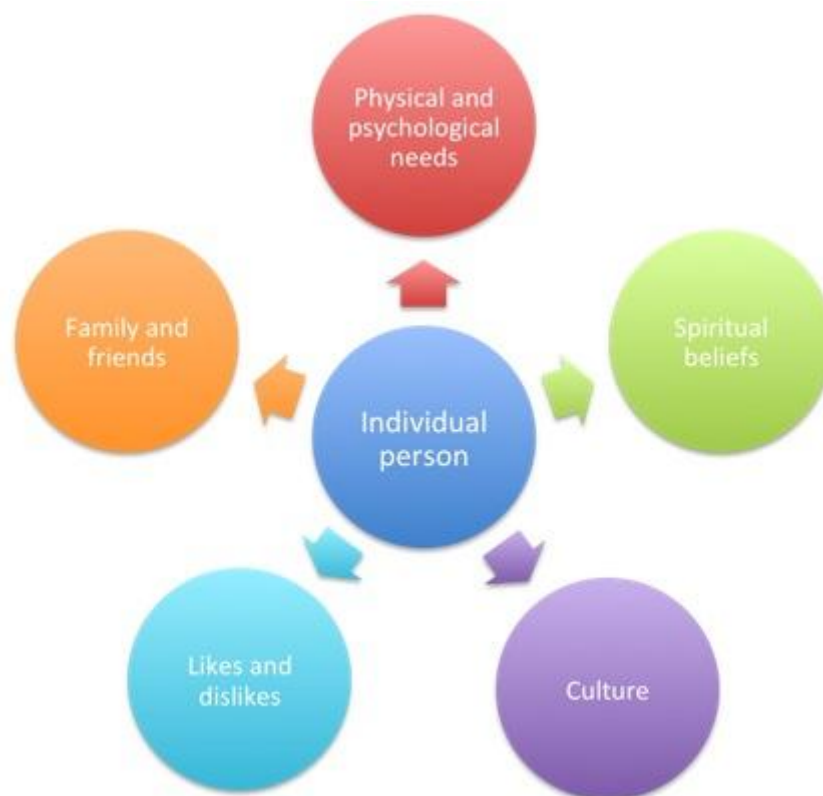
The person-centred approach is based on the theory and philosophy of Dr Carl Rogers.

It is a non-directive approach to being with another; that believes in the others potential and ability to make the right choices for him or herself, regardless of the therapist's own values, beliefs and ideas.

**Reference about person centred approach:** <http://www.bapca.org.uk/>



## The Person Centred Approach To Dementia



## What is person centred care?

Person centred care is a phrase that is used a lot in the field of dementia care.

It is closely linked to the work of Prof Tom Kitwood, who was the founding member of the Bradford Dementia Group. Dr Graham Stokes, who is the Director of Dementia Care Bupa, has also written a lot about person centred care and its application in practice.

Person centred care has come to mean excellence in dementia care. It is the care that all providers should strive to achieve.

Person centred care puts the person living with dementia, their experiences, well being, needs and feelings at the centre of the caring process.

Most of all person centred care is about seeing the person first and the dementia second. It is about ensuring that the care provided is always focussed on the person and not just on the fact they have dementia.

Person centred care also values the families and supporters of people living with dementia and recognises their needs and feelings. We need to apply the principles of person centred care to working with families and supporters too.

Person centred care also recognises staff and the valuable and important role they play in the lives of people living with dementia.

Person centred care applies to the way that staff relate to one another and to the way that organisations treat their staff.

In Dementia Care Bupa Homes, the care assistant staffs work very hard!!! doing a valuable and important role in a person centred care for a resident living with dementia but have only the National Minimum Wage rates of £6.08 by hour for the 2012 year. What a shame!!! for Bupa International. Just saying...

Name	Employee No	Business Unit			Pay Date
Mr Gael Romanet	885463	Morningson Hall Res & Nursing Home			29/06/2012
Tax Reference & Telephone No	Nat Ins No	NI Code	Tax Code	Pay Method	Tax Period
0845 300 0627	*****	A	810L	BACS	2012 03

Payments				Deductions		Year to date	
	Units	Base Rate	Value				
Weekday	123.00	6.0800	747.84	Tax Paid	204.60	Gross Pay	4154.68
W'end Day	84.00	6.0800	510.72	NI C/I	127.72	Taxable pay	4154.68
Bank Hol	12.00	9.1200	109.44			Tax Paid	425.40
<b>Training</b>	<b>10.00</b>	<b>7.5000</b>	<b>75.00</b>			NI C/I	<b>270.31</b>
Paid Hol	42.00	6.0800	255.36				
<b>Total Payments:</b>			<b>1698.36</b>	<b>Total Deductions:</b>	<b>332.32</b>	<b>Total Net Pay:</b>	<b>1366.04</b>

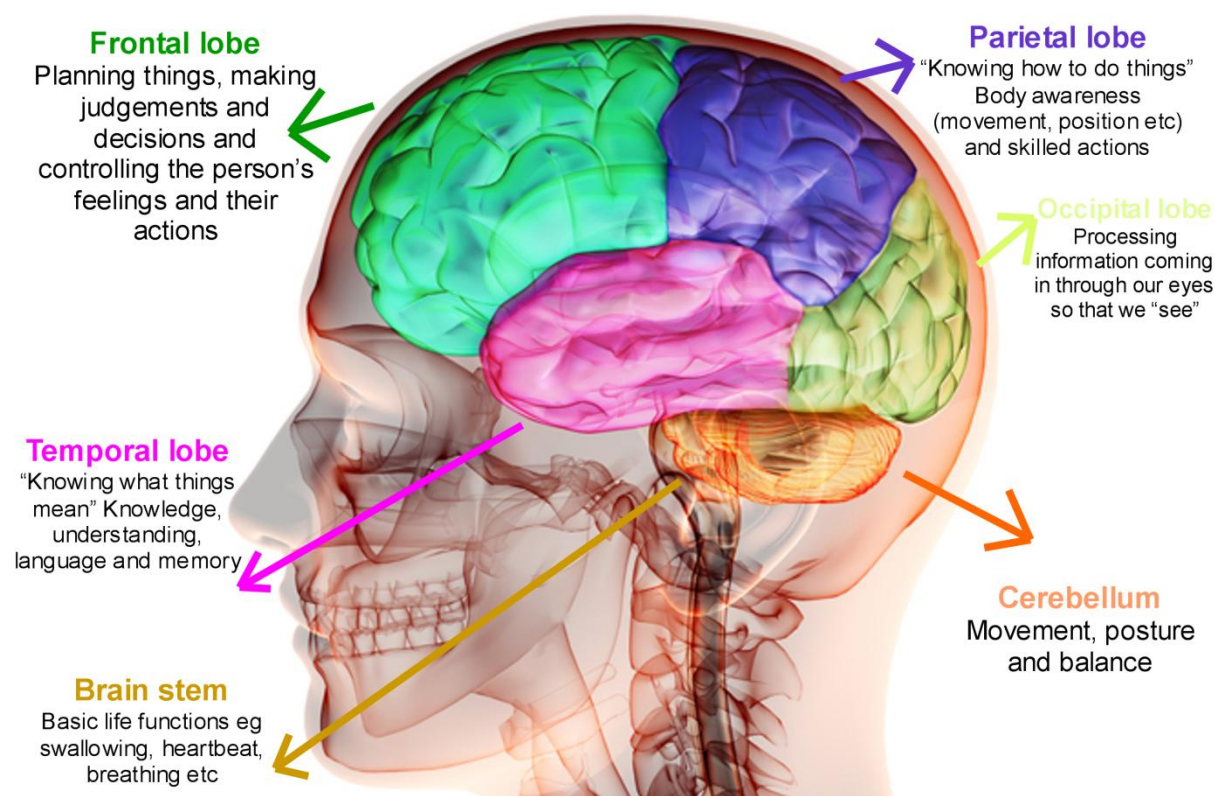
## The enriched model of dementia

Both Graham Stokes and Tom Kitwood wrote about an enriched model of dementia.

The enriched model argues that the experience of a person living with dementia is made up of a number of components. These components are important for carers to understand if they are to gain the full picture of a person living with dementia and to be able to provide person centred care to them.

**These are:**

### Brain disease



The problems of the brain not working properly have an impact on the person and their ability to manage their daily life. While we have drugs that can help to improve brain function and which can slow down the deterioration process, there remains no cure for dementia.

To provide person centred care, it helps to understand the brain and the way problems with the brain can impact on a person.

## Personality



The personality and coping styles of the person are also important in understanding how they live with dementia. Personality is an enduring aspect of each individual person. Someone who is shy is likely to always be shy. They may find ways of overcoming shyness but this part of their personality is unlikely to ever go away. Personality is not something we can change in other people.

Understanding, respecting and valuing a person's personality and what this means for how they cope with life and how they relate to people and situations is part of person centred care.



## Health and physical fitness



This can range from short (acute) and long term (chronic) health problems and illnesses, to pain and sensory impairments such as problems with vision and hearing.

We may not be able to change a person's health but we can offer ways to support and minimise the impact this has on their life. For example, through assessing pain and providing pain relief and by ensuring people have hearing aids, dentures and glasses if they need them. This is what a person centred approach to care involves.

## Biography / life history



This is the whole life history and story of each person. Our life story makes us who we are today. Each life event and experience becomes part of us as a person. It affects how we see the world, the decisions we make, how we feel and act and how we form relationships with others.

We cannot change a person's life history. However, understanding and using that life history to support a person living with dementia is a vital part of person centred care.

## Social psychology

Social psychology is the world and relationships that surround a person living with dementia. It is the care home, the staff, other residents and families and supporters. The social psychology can be supporting and caring or it can be cold and impersonal.

Within a care home setting staff have a lot of control over what the social psychology is like. Person centred care is about providing a positive and supportive social psychology.



## Why is providing person centred care so important?

We all need to feel valued and loved by others. We want to be treated as a person. We also all want and need to experience well being. Well being is not about happy all of the time. In everyday life we all experience various moods. We feel happy and sad, excited and angry. Our moods are our response to the world and people around us.

We experience well being when we experience more positive moods than negative moods over a period of time. We achieve well being when life generally is a positive experience, despite the ups and downs we all have.

## Summary of The Person Centred Approach To Dementia

- Person centred dementia care is about recognising the person living with dementia as a person and putting them and their well being at the centre of care
- Providing person centred care means that staff have to take into account, respect and support the impact brain disease has on a person's abilities, their personality, health, physical fitness and life history and provide a supportive social psychology
- People living with dementia and their families and supporters are relying on you to provide person centred care. They are trusting you with the care of themselves or a person they love
- It is OK to feel worried about providing person centred care. We can't always get it right all of the time. What matters is trying our best to be person centred
- Providing person centred dementia care can be very rewarding and enjoyable



## MEETING PEOPLE'S PSYCHOLOGICAL NEEDS



### Psychological needs

Be introduced to the psychological needs of people living with dementia and the concepts of “malignant social psychology” and “positive person work”

Tom Kitwood identified five psychological needs that people living with dementia have.

## Five psychological needs:



## Comfort



This can be **physical** or **emotional** comfort or when someone is **unhappy** or **distressed**.





Tom Kitwood identified two concepts called malignant social psychology and positive person work.

These were terms he used to describe the way that carers relate to, and interact with, people living with dementia.

Malignant social psychology refers to interactions that are not person centred and that undermine people's sense of themselves and fail to meet their psychological needs.

Positive person work is skilled, supportive interactions that help support psychological needs and sustain well being.

It is important to remember that the vast majority of staff do not set out to interact in negative or damaging ways. These types of interactions usually occur because people don't know that it may have a negative impact, because they are following traditional ways that everyone does certain things within a care setting or because they are well meaning and trying to be helpful.

The Bradford Dementia Group have describe ways that malignant social psychology and positive person work can be classified into categories. They are called personal detractions and personal enhancers.



## Personal detractions and personal enhancers

<b>Detraction</b>			<b>Enhancer</b>	
<b>Comfort</b>				
<b>Intimidation</b>	<b>Making a person fearful by using spoken threats or physical power</b>	<b>1</b>	<b>Warmth</b>	<b>Demonstrating genuine affection, care and concern for the person</b>
<b>Withholding</b>	<b>Refusing to give “asked for” attention, or to meet an evident need</b>	<b>2</b>	<b>Holding</b>	<b>Providing safety, security and comfort to a person</b>
<b>Outpacing</b>	<b>Providing information at a rate too fast for a person to understand</b>	<b>3</b>	<b>Relaxed Pace</b>	<b>Recognising the importance of helping create a relaxed atmosphere</b>

## Personal detractions and personal enhancers

<b>Detraction</b>			<b>Enhancer</b>	
<b>Identity</b>				
<b>Infantilization</b>	<b>Treating a person in a patronising way as if they were a small child</b>	<b>4</b>	<b>Respect</b>	<b>Treating the person as valued and recognising their experience and age</b>
<b>Labelling</b>	<b>Using a label as the main way to describe or relate to someone</b>	<b>5</b>	<b>Acceptance</b>	<b>Entering into a relationship based on an attitude of acceptance</b>
<b>Denigration</b>	<b>Telling a person that they are incompetent, useless, worthless</b>	<b>6</b>	<b>Celebration</b>	<b>Recognising, supporting and taking delight in the person's skills and achievements</b>

## Personal detractions and personal enhancers

<b>Detraction</b>			<b>Enhancer</b>	
<b>Attachment</b>				
<b>Accusation</b>	<b>Blaming the person for things they have done, or have not been able to do</b>	<b>7</b>	<b>Gratitude</b>	<b>Recognising the person as unique and valuing them as an individual</b>
<b>Treachery</b>	<b>Using trickery or deception to distract or manipulate a person</b>	<b>8</b>	<b>Sincerity</b>	<b>Being honest and open with the person in a way that is sensitive to their needs and feelings</b>
<b>Invalidation</b>	<b>Failing to acknowledge the reality of a person</b>	<b>9</b>	<b>Validation</b>	<b>Recognising and supporting the reality of the person</b>

## Personal detractions and personal enhancers

<b>Detraction</b>			<b>Enhancer</b>	
<b>Occupation</b>				
<b>No Responsibility</b>	<b>Not allowing a person to use the abilities that they do have</b>	<b>10</b>	<b>Liability</b>	<b>Assisting the person to discover or employ abilities and skills</b>
<b>Imposition</b>	<b>Forcing a person to do something, or denying them choice</b>	<b>11</b>	<b>Facilitation</b>	<b>Assessing levels of support required and providing it</b>
<b>Disruption</b>	<b>Interfering with something a person is doing, breaking their “frame of reference”</b>	<b>12</b>	<b>Enabling</b>	<b>Recognising and encouraging a person’s engagement</b>
<b>Objectification</b>	<b>Treating a person as if they were an object</b>	<b>13</b>	<b>Joint Effort</b>	<b>Treat person as a full and equal partner in what is happening</b>

## Personal detractions and personal enhancers

<b>Detraction</b>			<b>Enhancer</b>	
<b>Inclusion</b>				
<b>Stigmatise</b>	<b>Treating a person as if they were a diseased object or an outcast</b>	<b>14</b>	<b>Estimable</b>	<b>Recognising the person's uniqueness, with an open attitude</b>
<b>Ignoring</b>	<b>Carrying on in the presence of a person as if they are not there</b>	<b>15</b>	<b>Including</b>	<b>Enabling the person to be and feel included, physically and psychologically</b>
<b>Ban</b>	<b>Sending the person away, excluding them; physically or psychologically</b>	<b>16</b>	<b>Belonging</b>	<b>Providing a sense of acceptance in a particular setting</b>
<b>Mockery</b>	<b>Making fun of a person; and making jokes at their expense</b>	<b>17</b>	<b>Fun</b>	<b>Using and responding to the use of fun and humour</b>

## Summary of meeting people's psychological needs

- It is important to support the psychological needs of people living with dementia
- People have psychological needs for:
  - Comfort
  - Identity
  - Attachment
  - Occupation
  - Inclusion
- The way that you communicate with, and behave towards, a person living with dementia can support or undermine their psychological needs
- Negative or poor interactions and behaviours are rarely due to deliberate actions – they usually occur because:
  - care home staff have not had the right training
  - care home staff mean well but have not considered the impact of their actions
  - there are strong organisational cultures that mean care home staff feel pressured to behave in a certain way
- There are lots of ways that you can help to support the psychological needs of people living with dementia. These range from involvement in everyday tasks and activities to special outings or experiences.

**Task ① Understand approaches that enable individuals with dementia to experience well-being**

- Outline the benefits of working with an individual with dementia in a person centred manner (2 pages to answer the question)

The benefits of working with an individual with dementia in a person centred manner help to find the right needs to provide accurate care who fit perfectly with the past and life of the individual living with dementia.

That also includes a better understanding of the individual living with dementia in a way of behaviour.

Knowing about the past of the individual living with dementia will give precious answers about complex comportment questions, attitudes and needs of the individual living with dementia.

Psychological needs for comfort, identity, attachment, occupation and inclusion.

Working in a person centred manner with the individual living with dementia and their families and supporters too, will make them feel empowered and safe within the care being provided.

If everyone within the care setting is carrying out a person centred approach and recording and passing on relevant information to other staff members, everyone will become familiar with the individual and their requirements, which in turn will make them feel empowered too because staff play a valuable and important role in the lives of people living with dementia.

It's a give and take!



Person centred care applies to the way that staff relate to one another and to the way that organisations treat their staff. It's all about mutual exchange. Staff becomes part of the family for the individual living with dementia.

Working with an individual with dementia in a person centred approach help to draw the picture of the individual's needs and really help to make feel the individual like home.

Person centred approach is a picture of the individual's needs with words. Dementia second, person first!

### **Task ② Understand the role of carers in the care and support of individuals with dementia**

- Describe the role that carers can have in the care and support of individuals with dementia (4 pages to answer the question and Example Of Activity Board In Dementia Unit)

The roles that carers (**family, partner, friends and neighbours**) can have in the care and support of individuals with dementia are fundamental to ensure the individual living with dementia is getting the best care possible that fit the individual in an accurate way.

**The family** can provide photography or and movie, can talk about the hobbies, passion, collection, reading and personal notes of the individual, and of course, the family know about the biography / life history of the individual.

It's can be very helpful to know more about who is the individual to draw a picture of the individual's needs with words, called person centred approach.

Individual's family can also help to correct important dates that may have been mistaken in the individual life.

The family can also help the individual living with dementia to remember about important past events of the individual.

They are also able to pass on relevant information about the likes and dislikes for an individual living with dementia.

Dementia is the less of everything you know, the family play a crucial role in the identity of the individual living with dementia and can really help to answer the question the individual may to ask, who I am? I do not remember.

**A partner**, wife or husband can offer support to an individual living with dementia by showing the individuals are still cared for and important and always loved no matter the dementia. To feel loved is the most important thing in life! if you do not have love in your life then you have nothing! It's the bible message.



Love is eternal! and never die, no matter the dementia is getting worse with time, all the residents without exception in my dementia unit talk and ask about the wife, husband, girlfriend, boyfriend, father and mother, sisters and brothers.

Where is my wife? asked me a resident in my dementia unit. What to say when the wife is dead ten years ago and you do know this resident can pass one hour waiting to the windows in his room, hoping his wife will come to take him.

**No matter the dementia is getting worse with time, all the residents feel the need to be loved because there are human being and person first... dementia second.**

A partner, wife or husband can also be able to pass on important information regarding the individual such as making staff aware of important events like an anniversary or birthdays.

They are also encouraged to spend quality time with the individual living with dementia to take part in activities that the individual enjoys, like going outside to visit places.

**Friends** can offer support to the individual living with dementia by coming to visit them regularly and offering gifts, they may also be able to offer support to their families. An individual living with dementia can talk about important things to a friend, and the family can do not know about.

**Neighbours** can come to visit an individual living with dementia to chat and talk and give information about the individual's house, offering to keep an eye on the individual's house, talking about how the street is going on, what' news, etc...

**In my own opinion**, the most important for carers working in the care and support of individuals living with dementia, is to have a good heart.

You cannot do your job properly if you don't have a good heart, it is impossible!

In the care and support of individuals living with dementia, carers must show understanding, compassion, having patience and always treating the individual living with dementia as a human being who deserve respect at all times at all level of cares.

All this qualities are necessary requirements to the care of individual living with dementia as it can be a very challenging disease.

In the early stages of dementia, carers can help an individual by talking about their life history and experiences with other residents in heeding group by reminding them things to do and the way to do it.

Encouraging individuals living with dementia in the early stages of dementia by taking part in a group of activities as going on outing, gardening, observing the changing of the nature, trees and flowers, observing vegetables growing up, just talking and reading newspaper, reading bible in religion group, playing card games or chess games or snakes and ladders games or quiz games, doing simple aerobics, drawing and painting nature, knitting, listening



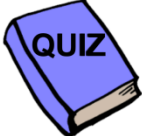







relaxing music and singing with musical activities, going out for trips, participating and sharing other resident's birthday, participating to cucumber tea, making outside afternoon tea when the weather is lovely, watching outside short classic films, doing tasks that encourage brain activity and to keep up regular exercise are the best ways to make feel the individuals living with dementia as close friends who can trust carers in the cares provided.

It's all about well being for the individuals living with dementia and also for the carers who spends a significant proportion of their life providing and expressing the needs the individual living with dementia deserved.

In the final stages of dementia, carers become the third hand of individuals living with dementia, and help them with washing, shaving, bathing, personal hygiene, dressing and undressing, moving around, feeding and drinking, assisting toilet, assisting to go to bed.

Individuals living with dementia in the final stages, enjoy listening relaxing music.

### Example Of Activity Board In Dementia Unit

	Morning	Afternoon	Evening
Monday		TEA 	
Tuesday	SING 		QUIZ 
Wednesday		PAINTING IN  GARDEN	
Thursday		 KNITTING	
Friday	MUSIC 		BIRTHDAY! 
Saturday		HOLY  BIBLE	SOCIAL GAMES 
Sunday		MOVIE 	

Information regarding the individual living with dementia should be monitored and recorded so that other people involved in their care can see how their illness is progressing, then the necessary information can be passed on to doctors, general practitioner or hospital specialists so that they may determine the next step in the process of the individuals care, such as medication or therapies that may be helpful.

All individuals living with dementia have rights. Rights are the freedoms to which all people are entitled.

**The right of freedom doesn't stop when dementia comes!**

**Task ②** Understand the role of carers in the care and support of individuals with dementia

- Explain the value of developing a professional working relationship with carers (2 pages to answer the question)

The value of developing a professional working relationship with carers, are very important because working with individuals living with dementia can be a very difficult challenge to meet the good cares.

**Working like a team with everyone who is involved in the care** for an individual living with dementia help to meet the real needs to provide accurate cares!



It's all about **communication with individual's family, partner, friends and neighbours.**

Nobody know better that a mum or a wife, the likes and dislikes for breakfast for an individual living with dementia.

How to express your likes and dislikes for breakfast when you are an individual living with dementia and are unable to talk or and to use your hands.

It's why it's crucial to keep good communication with the people that the individual has meet in life, professionals and non professionals.

Also, it is very important to develop a professional working relationship with other carers and it is crucial to work like a team because the role of the carer relies on everyone working together and doing their job to the best of their ability help the individuals to receive the best care possible.

If a professional working relationship is not established in the work place, then this will badly affect the communication and will lead the individuals living with dementia to have inappropriate cares.

**Working like a team is everyone benefits and is the only way to provide accurate cares!**

**Task ③ Understand the roles of others in the support of individuals with dementia**

• Describe the roles of others in the care and support of individuals with dementia (1 page to answer the question)

In this question, others are care worker, colleagues, managers, social worker, occupational therapist, general practitioner, speech and language therapist, physiotherapist, pharmacist, nurse, psychologist, admiral nurses, independent mental capacity advocate, community, psychiatric nurse, dementia care advisors, advocate and support groups.

The roles of others in the care and support of individuals with dementia are **like a third hand that help to provide the individual with relevant and accurate cares** they require such as **medication, brain scans and therapies**.

They may be beneficial to contact other relevant organizations that may offer other information useful to the cares of individuals living with dementia.



**Task ③ Understand the roles of others in the support of individuals with dementia**

- Explain when it may be necessary to refer to others when supporting individuals with dementia (1 page to answer the question)

**It may be necessary to refer to others when supporting individuals with dementia, when the cares provided inside the dementia nursing home are not longer able to answer the needs of the individual living with dementia.**

When an individual living with dementia is anxious, dangerously aggressive and violent for the care assistant staffs, when the cares provided inside the dementia nursing home are not enough and or cannot longer answer the needs of the individual living with dementia, then it is time to refer to others.

This is why it is very important that the individual living with dementia is referred to the appropriate specialist so that the cares can be assessed and adjusted appropriately to make feel a bit better the individual that suffer of dementia.



**Task ③ Understand the roles of others in the support of individuals with dementia**

- Explain how to access the additional support of others when supporting individuals with dementia (1 page to answer the question)

Additional support of others when supporting individuals living with dementia can be accessed through nurses, general practitioners and specialists that have been trained in the disease of dementia.

