

Welcome
to Today's Webinar!



CULTURE CHANGE
in ACTION
WEBINARS

*More About Engaging in
Person-Centered Care – The Path
to Regulatory Compliance:*

**The New Alzheimer's
Association's Dementia Care
Practice Recommendations:
Supporting the Emotional
Well-Being of Individuals
Living with Dementia**

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*More About Engaging in
Person-Centered Care – The
Path to Regulatory Compliance*

**The New Alzheimer's Association's Dementia Care
Practice Recommendations: Supporting the
Emotional Well-Being of Individuals Living with Dementia**

Disclosure: The presenters have no actual or potential
conflict of interest in relation to this webinar.

Overview

This webinar will provide a brief overview of the New Dementia Care Practice Recommendations related to the emotional well-being of individuals living with dementia.

Participants will learn about behavioral and communication challenges along with person centered care strategies that offer healthier emotional support.

Objectives

A brief overview of the New Dementia Care Practice Recommendations related to the emotional well-being of individuals living with dementia.

Discuss behavioral and communication challenges when caring for persons living with dementia.

Identify strategies to improve communication, connection, and emotional support of persons living with Alzheimer's disease or other dementias.

A Brief Overview of the New Dementia Care Practice Recommendations Related to the Emotional Well-Being of Individuals Living with Dementia



Introduction to Dementia Care Practice Recommendations



Person Centered Focus



Person Centered Focus

Recommendations

- Know the person
- Person's reality
- Meaningful engagement
- Authentic, caring relationship
- Supportive community
- Evaluation of care practices



Person Centered Focus

Recommendations in Action

Know the person living with dementia

- Gather knowledge of the person (past and present) in assessment
- Include the individual, family and friends
- Include knowledge of the person in care plan and re-assessment
- Share knowledge of person with all staff



Person Centered Focus

Recommendations in Action

Know the person living with dementia

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Recommendations in Action

Opportunities for meaningful engagement

- Create a supportive environment
- Look beyond traditional or planned activities
- Educate staff on individual opportunities
- Educate staff on how every interaction can become an activity

Discussion of Behavioral and Communication Challenges When Caring for Persons Living with Dementia



What Is Communication?

Connecting with others
Talking
Sense of Self
Sending messages
Conversation
Self-expression
Attitude
Tone of voice
Receiving messages
Communication
Body language
Listening
Interaction
Relationships
Making Decisions
WORDS
FACIAL EXPRESSIONS

Communication Changes Throughout the Disease

Early stage (Mild)

- Convey thoughts and feelings through language.
- Able to make decisions about future care.
- May misinterpret what others say.

Middle stage (Moderate)

- Use basic words and sentences.
- Rely more on tone of voice, facial expression and body language.
- Continue to need emotional connection and meaningful activity.

Late stage (Severe)

- May still respond to familiar words, phrases or songs.
- Use body language and the five senses to connect.

Communication Challenges in the Early Stage

Changes you may notice include:

- Difficulty finding the right words.

- Taking longer to speak or respond.

- Withdrawing from conversations.

- Struggling with decision-making or problem-solving.

Communication Challenges in the Middle Stage

Changes you may notice include:

Increased difficulty finding the right words.

Using familiar words repeatedly.

Inventing new words to describe familiar things.

Easily losing train of thought.

Speaking less frequently.

Communicating through behavior rather than words more often.

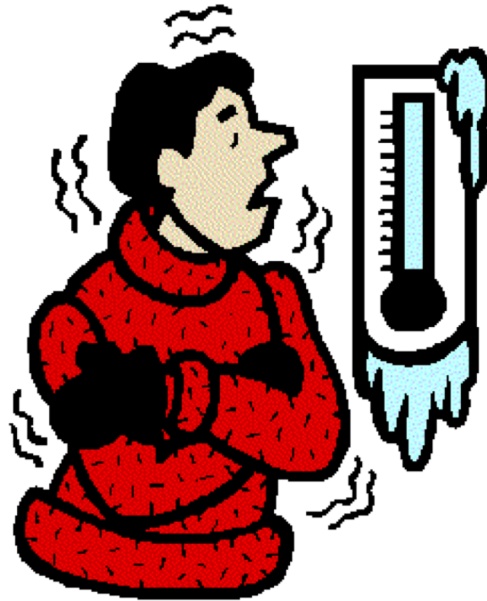
Consult a doctor when you notice major or sudden changes.

Communication Challenges in the Late Stage

Changes you may notice include:

Communication is reduced to a few words or sounds.
Possible responses to familiar words or phrases.
May communicate primarily through gestures or facial expressions.

Understanding Behaviors as a Form of Communication



Imagine If Professions Were Described Only By Behaviors



What AM I?

- I frequently run from place to place in a room
- Usually, I am sweaty and/or have dirt on my clothing
- Sometimes I yell at people to get them to do what I want
- You rarely see me sitting
- I enjoy painting my face with bright colors
- Sometimes I speak and other times I just use gestures
- I like to be around children even though I am an adult
- Playing with balloons is my favorite game

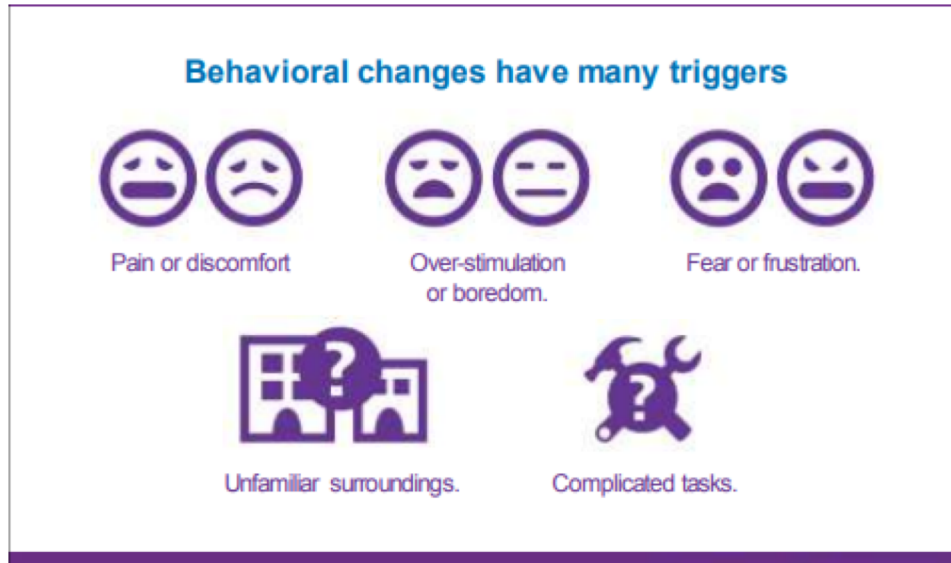
What AM I? Versus Who AM I?



Common Dementia Related Behaviors

- Confusion or Suspicion
- Anxiety or Agitation
- Repetition (Verbal or Physical)
- Sundowning
- Wandering
- Hoarding
- Aggression

Environment and Triggers



Identify Strategies to Improve Communication, Connection, and Emotional Support of Persons Living with Alzheimer's Disease or Other Dementias



How to Connect or “I See You”

Knowing the person is critical to person focused care:

- Preferences
- Routine/Schedules
- Cultural History
- Family and Career History

How to Connect: Early Stage

Ask directly how to help with communication.

Keep sentences clear and straightforward.

Leave plenty of time for conversations.

Include the person in conversations that affect him or her, including planning for the future.

Keep in mind:

Avoid making assumptions.

Speak directly to the person.

Communicate in the way that is most comfortable for the person.

Be honest, laugh together, and stay connected with each other.

How to Connect: Middle Stage

Approach from the front, say who you are and call the person by name.

Maintain eye contact and get at eye level if seated or reclining.

Avoid criticizing, correcting and arguing.

Pay attention to your tone.

Use short sentences and basic words.

Speak slowly and clearly, one person and one question at a time.

Limit distractions.

Offer a guess or fill in words if acceptable.

Be patient and take your time.

Keep respect and empathy in your mind, then:

Assess the person's needs.

Let the person know you hear his or her concerns, whether they are expressed through words, behavior or both.

Provide a brief answer.

Respond to the emotions behind the statement.



How to Connect: Late Stage

Listen for expressions of pain and respond promptly.

Help the person feel safe and happy.

Continue to bring respect to each conversation.

Keep talking “with” and not “over” the person.

Use all five senses to communicate.

Keep in Mind:

Communication is reduced to a few words or sounds.

Possible responses to familiar words or phrases.

Language can still be understood.

Communication in all Stages of the Disease

Join the person's reality to connect.

Understand and accept what you can and cannot change.

Remember that the person retains a sense of self despite the losses of the disease.

Demonstrate respect and connect through feelings.

Always treat the person as the adult he or she is.

Try to decode the person's communications.

Recognize the effects of your mood and actions.

Try to understand the source of reactions.

Help meet the needs while soothing and calming the person.

Responding to Behaviors

1. Detect and connect
2. Address physical needs first
3. Then address emotional needs
4. Reassess and plan for next time



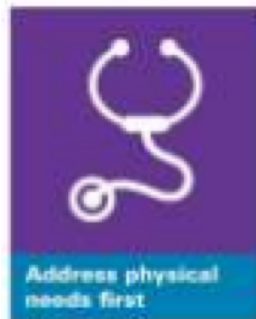
Detect and connect

- Join the person in his or her reality by trying to see the world through his or her eyes.
- Understand the person's reality in context before intervening: Who? What? Where? When? How? What took place before, during and after the behavior took place?
- Approach the person calmly and respectfully.



Address Physical needs first

- Medical issues.
- Physical problems such as:
 - Hunger or thirst.
 - Lack of social interaction.
- Environmental triggers for discomfort.



Then address emotional needs

- Focus on the person's feelings, not facts
- Use your knowledge of the person's preferences to provide effective interventions.
- Redirect the energy into a more soothing activity.



Reassess and plan for next time

- Go back to detecting and connecting.
- Join the person's reality.
- What went well and what didn't?
- How can you make adjustments?



ALZHEIMER'S ASSOCIATION RESOURCES

alzheimer's  association®

800.272.3900 | [alz.org](https://www.alz.org)®

Dementia Care Practice Recommendations: <https://alz.org/dementia-care-practice-recommendations/>

Professional Care Providers: https://www.alz.org/professionals_and_researchers.asp

Dementia Care Training:
https://www.alz.org/professionals_and_researchers_11176.asp

Online resources such as: care planning tools, research, resources, and professional training at **www.alz.org**



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Questions



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