



“So that’s how they feel!”

Reflections on experiential learning

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Call it what you will.....

What we know.....

- There is no effortless system of introducing a Person-centred care (PCC) model especially for people with dementia
- Critical mass is needed to instigate reform
- Working partnerships essential with all stakeholders
- We need leaders who are flexible, and value and respect their staff

Refs:

Choy, S. (2009) Journal of Transformative Education. Vol 7:1.

Fossey, J., Masson S., Stafford., Lawrence, V., Corbett & Ballard C. (2014). International Journal of Geriatric Psychiatry. Vol 35.

Hughes, J. (2013, June). A discussion paper. Retrieved June 2014 www.fightdementia.org.au.

Monaghan, L. (2013). The 8 Pillar Model of Community Support. Alzheimer Scotland. Scotland: The Centre for Welfare Reform



Our Journey

The goal: Inspire staff to understand the place, spirit and heart of the person living with dementia.

The means: **Experience** dementia

The commitment:

- A Framework for evidenced based practice
- Mandatory 3 hr workshops for all community care and support staff - 586 staff across NSW – 38 workshops
- Experiential session included
- Focus on person-centredness and wellbeing
- Ongoing training and resources linked back to workshops
- Building a team of Dementia Leaders



Confronting



Intimidating



After 20 minutes.....

Feelings

- Trapped
- Confused, stupid
- Frustrated
- Overwhelmed
- Belittled, oppressed
- Hopeless
- Lost
- Anxious, panicky
- Stressed
- Degraded, violated
- Horrible
- Jealous
- Irritated

Behaviours

- Agitated, restless
- Withdrawing, hiding, apathetic
- Suspicious
- Hoarding, stealing
- Aggressive
- Hitting out
- Tried to comply
- Being sly
- Being rebellious
- Arguing
- Rationalising
- Be resistive, non-compliant
- Sabotage



Labelling & stigma

- *“I’d rather have an incontinent label than a demented label”*
- *“Once I got a label, I just gave up”*
- *“I was so angry I wanted to strike out”*

- *“Just because I did it my way you said I was wrong – I couldn’t get you to listen!”*



Staff stories – their challenges

Being task & time focused

VS

Knowing the script that fits the person

and

Using it consistently



Scripts – reducing responsive behaviours

- A key tool to support staff
 - Maintain the story - be consistent
 - Keep it simple and relevant
 - Share what works

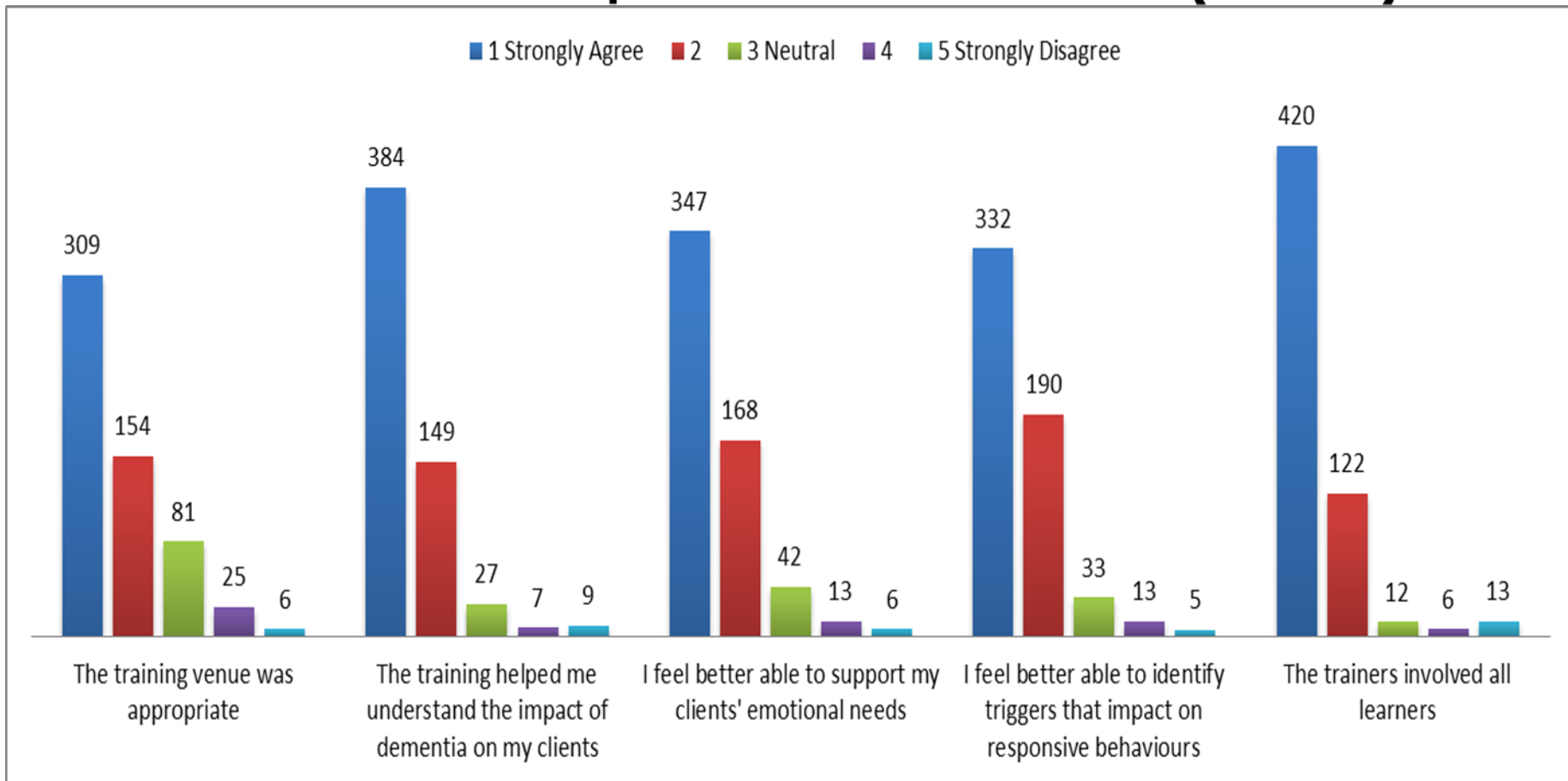
“Good morning Barry.... I’m here to help you around the house - Johnny Howard sent me”

“I’m having trouble with this recipe – can you give me some help with it please Mary?”



Builds trusting relationships

Evaluations: response rate = 98.4% (n= 577)



Overwhelmingly the majority of the respondents described the experiential section as having a useful impact even if they felt negatively about the experience itself.



Next steps.....

Goals along the journey

- Key people to steer - Dementia leaders/mentors
- Mentor need key attributes that are recognised and nurtured
- Train the Trainers – developing competencies
- Using POP sessions/ toolbox talks / practice meetings to maintain the pace
- Links to further educational opportunities

Refs:

Alzheimer's Australia. (2013). Valuing People, An Organisational Resource Enabling a Person-Centred Approach. Canberra: Alzheimer's Australia.

Loveday, B. (2013). Leadership for Person-Centred Dementia Care. London: Jessica Kingsley





In that still new
landscape of
Consumer Directed
Care,
CCS plans to not be
a UFO

...but a DFO:

√ *a dementia friendly and person centred organisation where individualised care is not a challenge but a human right.*

Your Care, Your Choice



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