

dementia
care
matters™

Feelings
matter most

Consultancy • Training • Service Development • Research



Dementia Care can be so different - achieving The Top Twenty Butterfly Ingredients



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Ingredient ONE:

Inspiring Passionate Leadership



Ingredient TWO

**Recruiting
and
Appraising a
team based
on emotional
intelligence
not solely
qualifications**



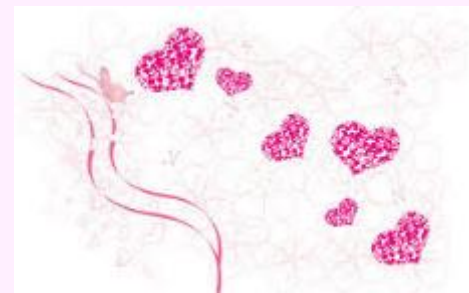
Ingredient THREE:

*Encouraging staff
teams to share
themselves as people
first*



Ingredient FOUR:

Creating small househ olds



Ingredient FOUR:

Small household living



Ingredient FIVE:

Getting rid of controlling care in words, actions and the environment



Ingredient FIVE:

Example: Giving trolleys a face lift!



Ingredient FIVE:

and
Enabling
Freedom . . .



Ingredient SIX:

Welcoming and involving families and other visitors as partners



Ingredient SEVEN

People working sitting down **MORE**

People living with a dementia sitting down **LESS**



Ingredient EIGHT

Achieving matched group living





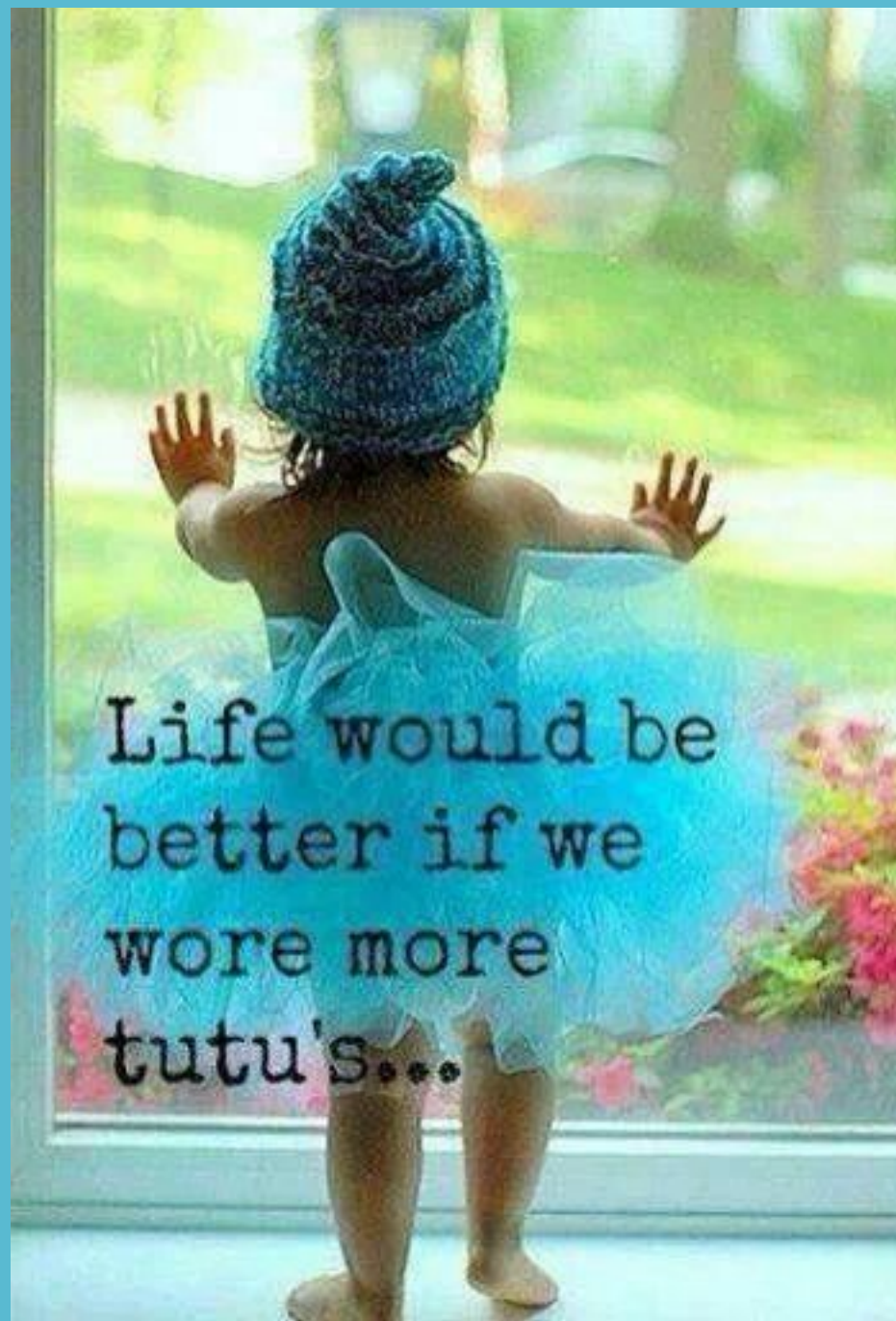


Ingredient NINE:



Knowing how to be a *Butterfly*





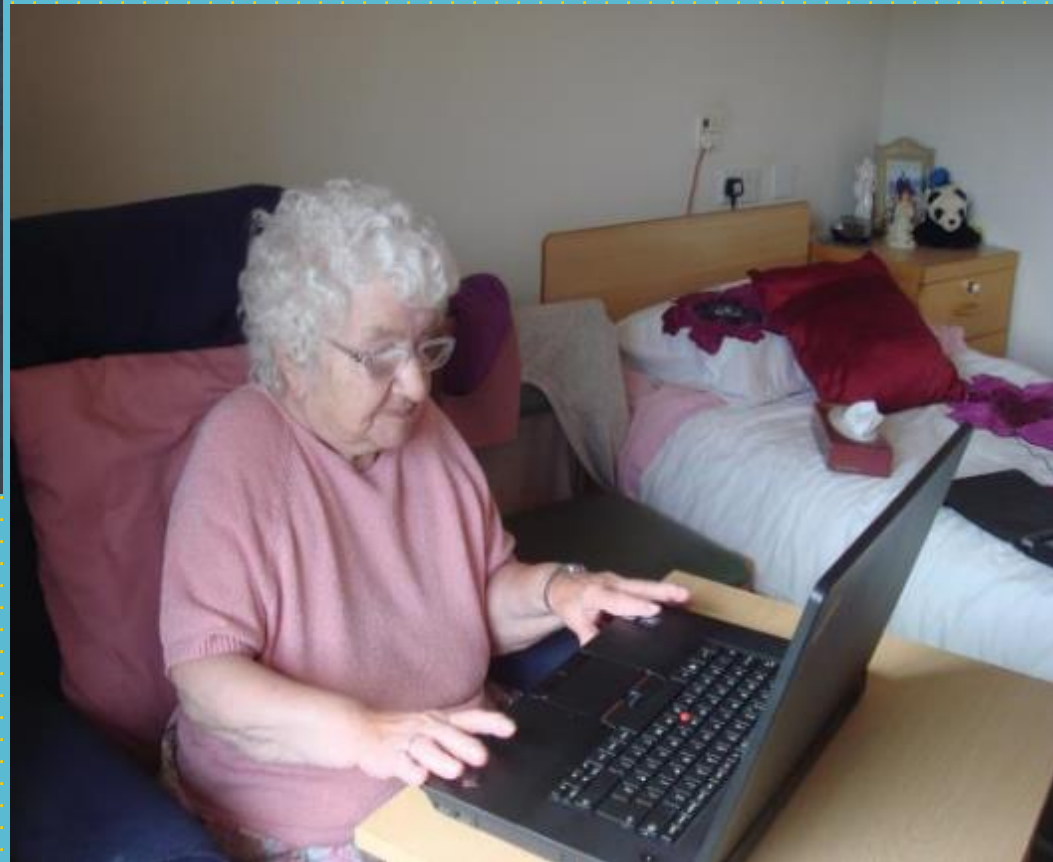
Ingredient TEN: More BEING with less DOING for



Ingredient ELEVEN: Valuing Life Story and...



Identity



Ingredient TWELVE:

**Going with
the reality
of the
person
moment to
moment**



Ingredient THIRTEEN

Creating an engaging environment



Ingredient THIRTEEN:

Creating an engaging environment

to this...



Ingredient THIRTEEN:

Creating an engaging environment

Soothing and Stimulating



Ingredient THIRTEEN:

Creating an engaging environment

Prompting memories

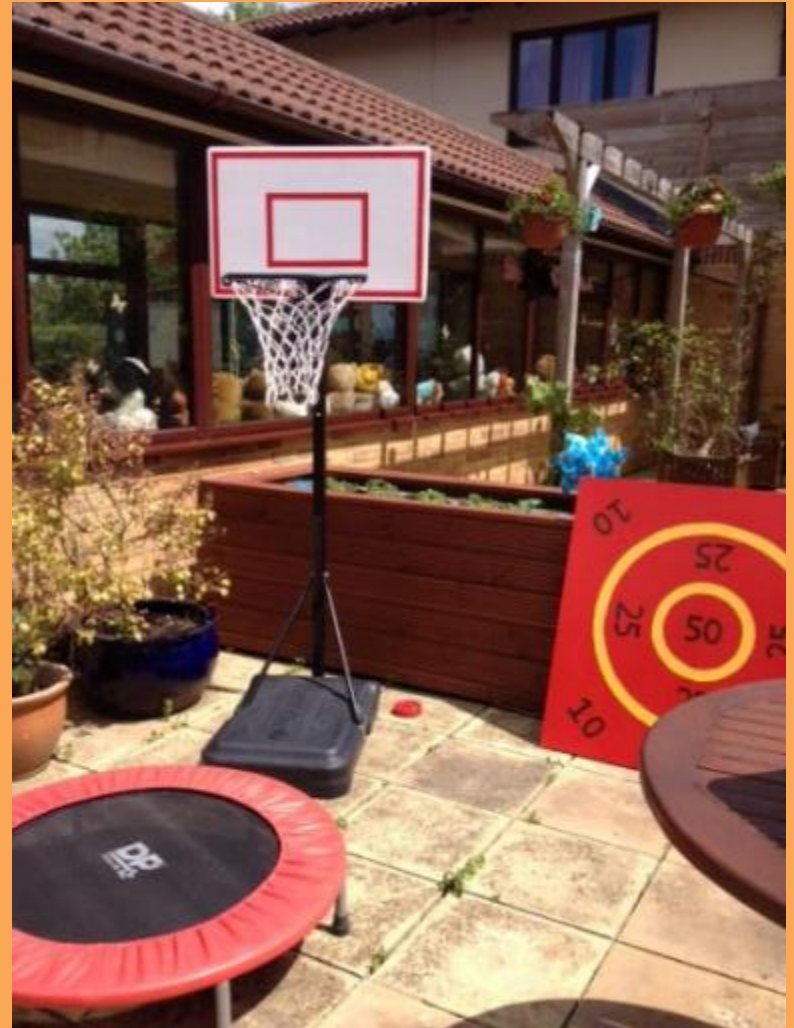


Ingredient THIRTEEN:

Creating an engaging environment Inside...



Ingredient THIRTEEN: And Outside...



Ingredient FOURTEEN:

Mealtimes matter – making them a social experience not a task



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Ingredient FIFTEEN:

Having a plan for the day... but

Going with the flow



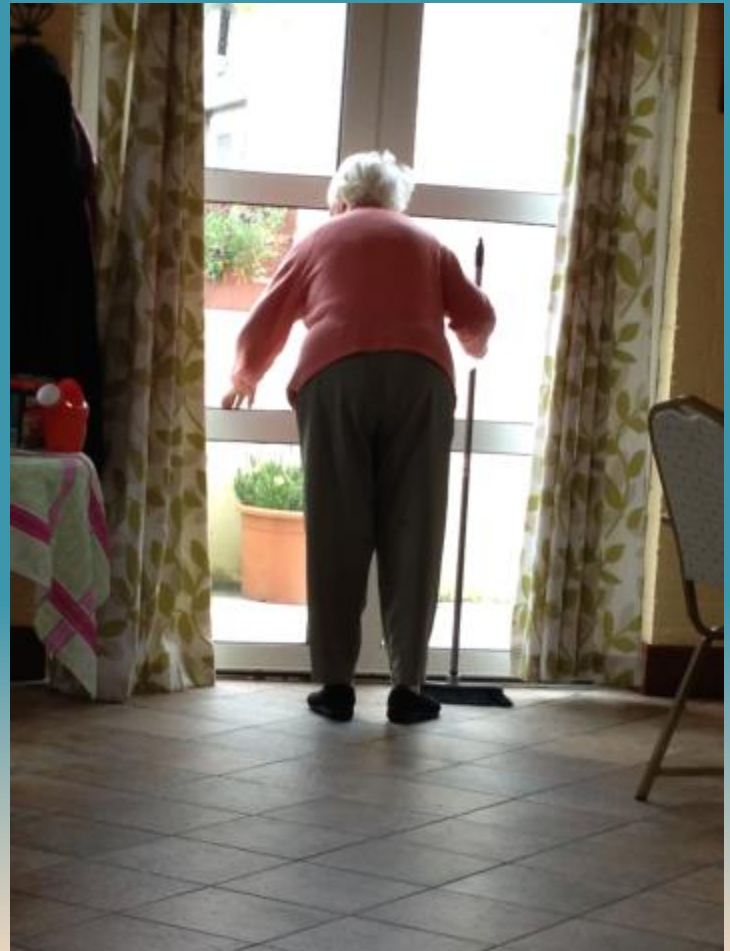
Ingredient SIXTEEN:

Tapping into all the senses



Ingredient SEVENTEEN:

Watching is an important activity too



Ingredient EIGHTEEN:

Supporting people still to feel needed and useful



Ingredient NINETEEN:

Spending quality time with people who are more impaired and less vocal



Ingredient TWENTY:

Putting 'BEING LOVING' at the
centre

of everything we do







**BRINGING ALL THE RIGHT INGREDIENTS
TOGETHER TAKES REAL DRIVE!**



And making sure they all **stay** together takes
team work!



What kind of cook are you?



Gordon
Ramsey
or
Nigel
Slater?



The journey starts today!



WE NEED MORE BUTTERFLY HOMES

Will it be you?



For more information about Dementia Care Matters, please get in touch:

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CROSSING THE BRIDGE

The experience of dementia – moving from one reality to another.

EARLY EXPERIENCE

The Skill – Working on the possibility to reorientate.

DIFFERENT REALITIES

The Skill – Accepting a persons different reality.



LATE EXPERIENCE

The Skill – Focusing on sensory needs

REPETITIVE EMOTIONS

The Skill – Seeing the expression of motion as emotion in people with dementia.



Tick one box per item listed below		Yes	No	Partly
Removal of Them & Us Barriers leading to Culture Change				
1.	Uniforms have been removed and staff look like 'best friends and not like nurses in charge.			
2.	All toilets are communal and there are no separate staff toilets.			
3.	Staff do sit to each meals with people with a dementia.			
4.	All use of trolleys has been stopped – medication is given out individually from locked cupboards in people's own rooms. Drinks and meals are served individually.			
5.	There is a relaxed 'go with the flow' feel to the day with no sense of the routines that occur in hospital.			
6.	Evidence can be seen of Managers modelling person centred care 'on the floor' daily.			
7.	Staff see management as feeling based leaders towards them and use words which describe this when talking about managers.			
8.	Labelling language in care plans has been removed i.e. words such as wanderer, challenging, aggressive, are banned and staff do not use this language nor 'talk about' people in communal areas in front of people.			



Tick one box per item listed below		Yes	No	Partly
Feelings Matter Most Approaches				
9.	On arrival people would see, hear and feel immediately it is a feeling based Home within 5 minutes of walking in.			
10.	Lots of feelings based communication by staff can be seen occurring.			
11.	Love, comfort and hugs can be seen to be visibly happening when needed.			
12.	Staff can be seen at times sitting and just 'being with' people who live there.			
13.	Staff demonstrate they know when people with dementia talk about Mum, Dad, kids, school, home and work, it is often not literal but about how people are feeling now.			
14.	Staff express positive comments about why they work there and the feelings working there creates for them.			
15.	Staff are able to express the care setting's one key belief, its one purpose about dementia care.			



Tick one box per item listed below		Yes	No	Partly
Evidence of Physical and Emotional Freedom				
16.	People are freely able to go outside into safe enclosed private areas without needing locks unlocked or having to be accompanied.			
17.	Families seem to be 'at home' rather than as visitors or guests and are visibly significantly involved in the daily life of the setting.			
18.	Families are visibly accepting people with a dementia's different realities and appear not to try to force their own reality when they visit. Clear evidence exists that families have been educated in the philosophy of the setting.			
19.	Staff are not obsessed with risk prevention and health and safety - they meet legal requirements but evidence during the day that their approach is in the context of promoting rights.			
20.	Staff clearly recognise the importance of people's emotional memory and their treasured emotional possessions and demonstrate this in their contact with people.			
21.	Regular use of the outdoors is ensured where outdoors and indoors merge together as one area to occupy people with for example a busy garden, an old car on blocks, washing lines, 'activity' based sheds etc.,			
22.	Limited use exists of anti-behaviour medication – neuroleptics – where this is only as a last resort to relieve acute distress.			



Tick one box per item listed below		Yes	No	Partly
Create meaningful ways to occupy.				
23.	People with a dementia are seen regularly doing domestic activities throughout the day.			
24.	Some people with a dementia are helped in their reality to 'do' a part of a work like job they did in the past.			
25.	Sensory calming and sensory stimulating items and a variety of their approaches are alternated at different periods of time during the day.			
26.	Attempts are made not to mix up people with a dementia at different 'points' of experience who are fearful of one another.			
27.	Knowledge exists of how to 'match' the right level of activity and occupation appropriate to where an individual is in relation to their point of experience of a dementia.			
28.	Dolls, prams, soft toys, comfort objects are all available and visible within the service.			
29.	Massage and other physical therapies occur during the week.			
30.	Use of sensory fabrics to touch and feel for example velvet, fur etc., are scattered about.			
31.	Masses of 30 second connections between staff and people who are in the care setting occur – staff look like they know how to be butterflies creating lots of positive moments.			
32.	Choices of individual music geared to individuals and natural sounds i.e. bird song are introduced.			



Tick one box per item listed below		Yes	No	Partly
Focusing on the Mealtime Experience.				
33.	Meal choice is shown at the time of the meal.			
34.	The mealtime experience is turned into a social occasion and not a task. Staff are clearly trained in how to keep mealtime conversations going using objects, items in their pockets, perspex boxes on tables which are full of things to talk about including photos.			
35.	24 hour visible food is out in public areas and corridors – changed hourly to meet Food Hygiene Regulations, with the aim of encouraging people to eat when they feel like it.			
36.	Use of smells from cooking and food discussion, food pictures are actively used to orientate people 45 minutes prior to a meal with the aim of encouraging an increase in appetite.			
Person Centred Care Planning				
37.	Care plans show they focus on people's strengths and not lists of losses and dependency nor on problem based sheets.			
38.	Detailed life histories – books, memory boxes etc are being used daily by people working and living there.			
39.	Specialist skills in 'later stage' dementia care are evident.			



Tick one box per item listed below		Yes	No	Partly
Evidence of a Dementia Specific Environment				
40.	Positive attempts have been made to reduce the impact of a hotel like environment whilst retaining a quality environment – it looks more like a home than a hotel.			
41.	Real small-scale domestic living exists i.e. Maximum lounge sizes of 10-12 people.			
42.	Orientation aids i.e. colour and objects and appropriate signage throughout building exist to enable people to find their way through a range of cues.			
43.	Corridors exists which are divided into coloured sections or divided up with objects and/or seating to prevent institutionalisation.			
44.	Corridors are full of 'activity items – things to occupy' i.e. on tables and walls, activity boards, sensory areas – corridors seen as areas of stimulation.			
45.	Untidiness exists with clutter, rummage items all out in lounges, corridors etc., Lounges are full of rummage boxes, open chests of drawers and the rooms are full with all these items out and being passed around.			



Tick one box per item listed below		Yes	No	Partly
Evidence of a Dementia Specific Environment				
46.	Bedroom doors look easily identifiable – very individual with either colour, notice boards or memory boxes by door, whatever works for each person.			
47.	Pictorial signage on toilets exists.			
48.	Lounges have sofas.			
49.	Lounges have artwork and pictures that denote the function of the room as a cue i.e. not confusing pictures unrelated to room function.			
50.	Bathrooms are not clinical but warm, inviting places to want to relax in – reduction of reflective tiling and glare, been actioned, they appear warm and friendly.			



Real Person-centred Care

“ Its about helping, being their friend, being everything to them.

I cant explain it – you’re just here – I’ve been everyone to them – I’ve been a husband, a brother and a father. I’ve had to be that person for them. I find it easy”.

Its interaction that matters – keeping them human, keeping them feeling ‘human’ ”.