

Enhanced Care for Older People Learning Session Two

EnCOP Lead: Angela Fraser / Sue Tiplady
24th November 2021

Housekeeping

- Please ensure microphones are muted and during presentation cameras are turned off.
- If you have any questions throughout the session then please use the chat facility. We will attempt to address questions, if we can't then we will follow up after the event.
- The event will be recorded and shared.
- The webinar recording and presentation will be circulated and uploaded on to the website following the event.
- If you need to take a break at any time throughout the session please feel free to do so.

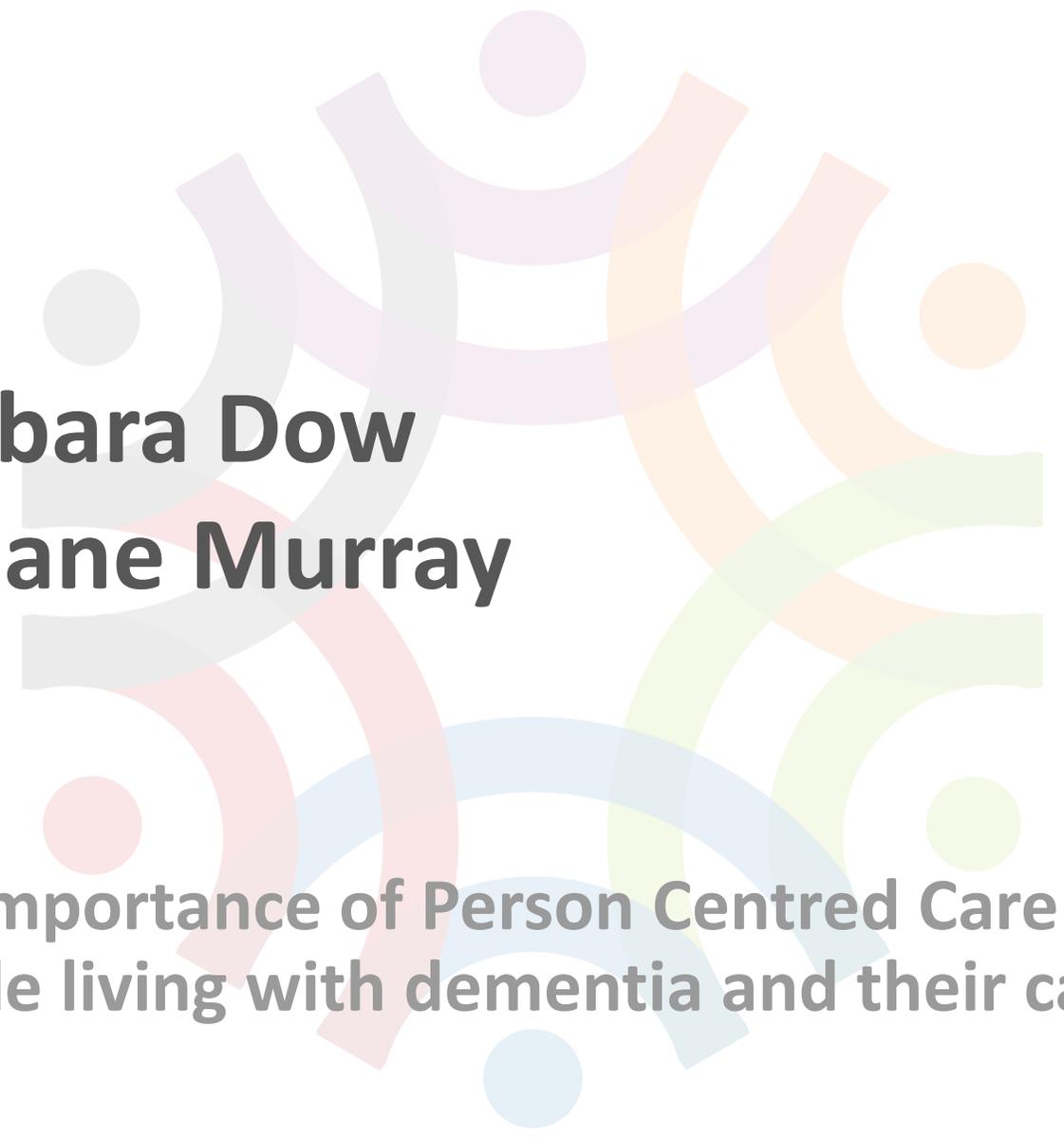
Session Aim & Linked Competencies

Aim:

To develop an understanding and appreciation of the importance of person centred care for people living with dementia and their carers.

Linked EnCOP Domains:

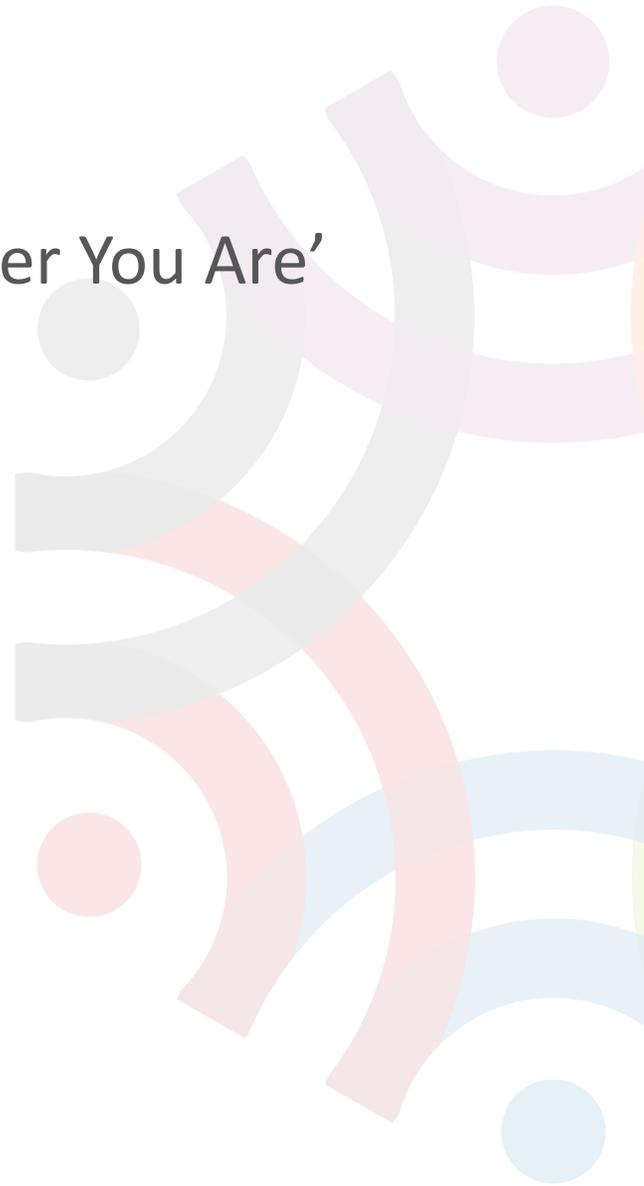
A. Values, Attitudes and Ethics
C2: Improving care
D1: Communication with older people, families and friends
D2: Care process
D2.2: Assessing, planning, implementing and evaluating care
D2.3: Promoting and supporting holistic health and wellbeing
D2.4: Promoting and supporting independence and autonomy
D3: Management of dementia
D5: End of life care



Barbara Dow
Dr. Jane Murray

**The Importance of Person Centred Care for
people living with dementia and their carers**

'Good Night Whoever You Are'
Mrs Barbara Dow





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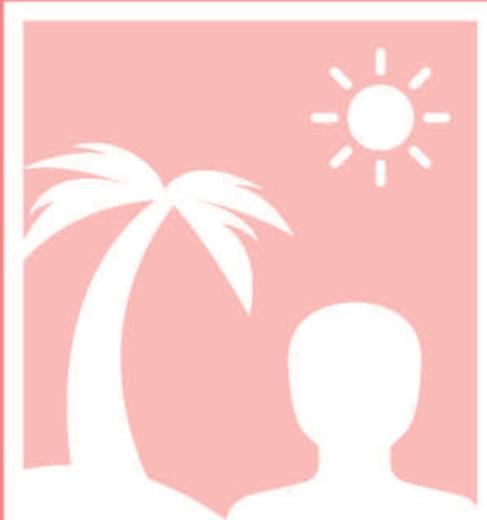


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This is me[®]

This leaflet will help you support me in an unfamiliar place.

My full name is



Please attach a favourite photo of yourself here.

You can also attach a recent photo of yourself on the next page.

- See the notes on page 4 to help you complete **This is me**, including examples of the kind of information to include.
- Keep this leaflet with you and put it in a suitable place so that all the people caring for you can see and refer to it easily.

In partnership with



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Barbara's Key Messages

- Communication, Compassion, Kindness, Dignity
- Know the person who has dementia, their life story, their likes dislikes and how these can change over time
- It is important to consider if the person has any other illnesses for Al this was prostate cancer
- Never argue with a person with dementia
- You need to have patience and remember that everything you say its like the first time the person has heard it
- Don't tell the person things too early as they forget.
- Importance of correct diagnosis and support at time of diagnosis
- Keep activities going for as long as possible and stay connected to others
- Importance of having a care manager who can be a point of contact for advice and signposting for additional support
- Please remember the carer, and that they are experts with their loved ones and for them to be involved in the care of their loved one if they want to

Barbara's Key Messages

- Carers work 24 hours day 365 days a year and have their own needs, they may not have anyone to support them, please make sure you ask how they are
- Carers need some time away from caring and need an interest outside their caring role and meet other people for Barbara this was bowling and painting
- Support from people, like a dementia support worker
- Really listening to people with dementia and their carers to learn what matters to them and to help this when caring for them
- Please be vigilant and observant for changes in behaviours which could be an indication that there is a medical problem
- Please be observant and pick up cues and non verbal signs that may indicate that the person with dementia is in pain

Barbara's Key Messages

- All the training and competence in the world means nothing if care is not given with the right set of attitudes and behaviours, care, compassion, dignity and kindness means everything

Barbara's Key Messages

The importance of getting right first time every time:

- Long after a patient or carer leaves, the kindnesses shown will be remembered with gratitude, but lack of courtesy, lack of information and inadequate procedures will leave scars that will never heal.



Enhancing Care for Older People

**Person Centred Care for People with
Dementia**

Dr Jane Murray

jane.murray@northumbria.ac.uk

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Kitwood's definition of personhood:

“It is a standing or status that is bestowed on one human being, by others, in the context of relationship and social being”

(Kitwood, 1997)



Person centred care;

“Person Centred care is care which has the core goal of maintaining the personhood of people with dementia”

(Kelly, 2010)

Person centred care

“Person-centred services also promote independence, offering flexibility and reliability to service users”

(Innes, Macpherson and McCabe 2006)

Person Centred Care

- Choice and control
- Setting goals
- The importance of relationships
- Listening
- Information
- A positive approach
- Learning
- Flexibility

Joseph Rowntree Foundation 2008

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Barriers to Person Centred Care

- People thinking they know what patients want
- Inflexibility
- Lack of information
- Limited resources
- Staff time
- Staff approach
- Poor communication
- Culture and language
- Institutionalisation
- Previous negative service user experience
- Not involving family
- Lack of individualised care

Joseph Rowntree Foundation 2008

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How do we do it?

• This is me
Care passports
Forget Me Knot

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The Bookcase



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V.I.P.S.

- V – A value base that asserts the absolute value of all human lives regardless of age or cognitive ability
- I – An individualised approach, recognising uniqueness
- P – Understanding the world from the perspective of the service user
- S – Providing a social environment that supports psychological needs.

Relationship centred care



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(Kitwood, 1997)



Thank You



Ideas for Learning Consolidation & Competency Conclusion

Consolidating Learning:

Reflection on the session & considering application to practice & what this means 'your people'

- Think about this session in relation to your own role
- How much of this was revision?
- What have you learned today ?
- How will this help you in your role ?
- Think about your EnCOP self–assessment; consider which performance indicators this session may relate to and how this can be used as part of your own development / competency achievement.

Competency Domains:

A. Values, Attitudes and Ethics

C2: Improving care

D1: Communication with older people, families and friends

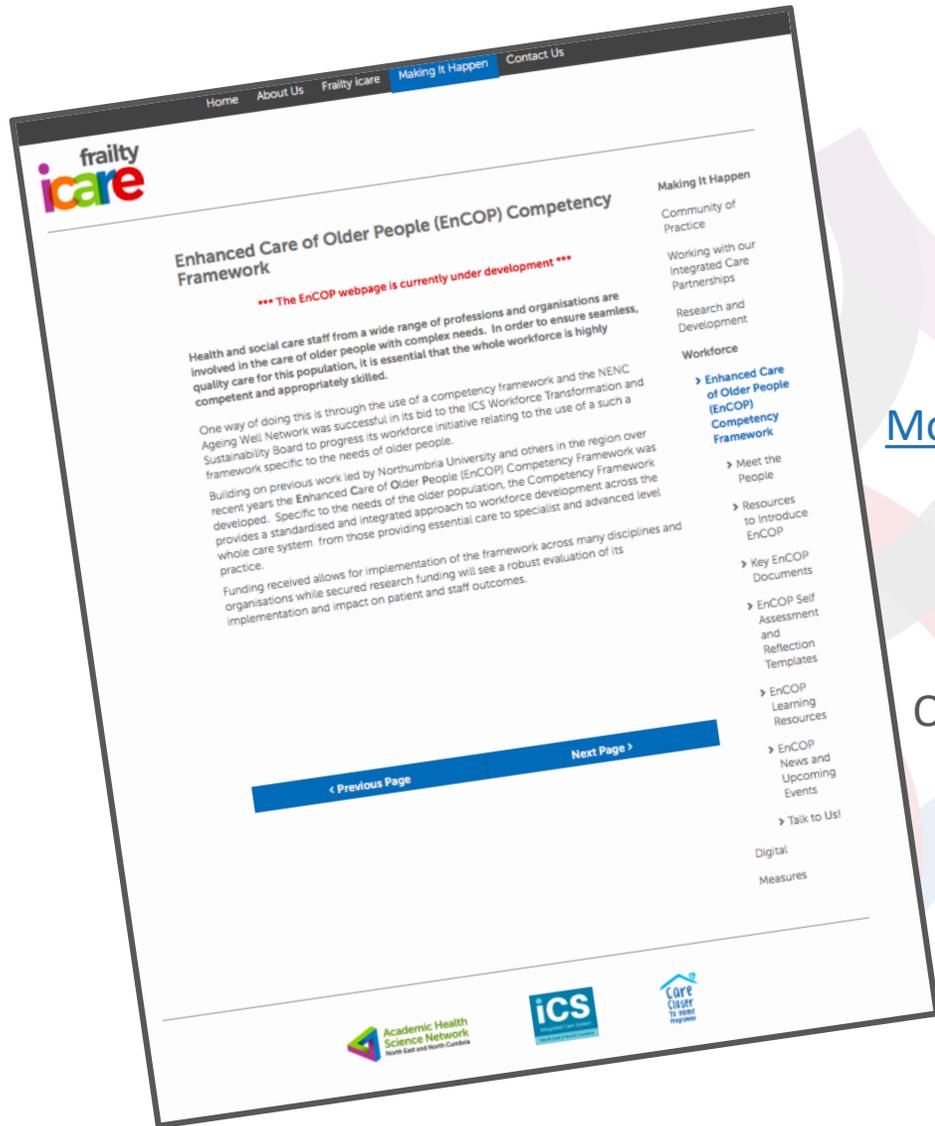
D2: Care process

D2.2: Assessing, planning, implementing and evaluating care

D2.3: Promoting and supporting holistic health and wellbeing

D2.4: Promoting and supporting independence and autonomy

D3: Management of dementia



More information can be found within
the Frailty icare website

www.frailtyicare.org

Our EnCOP pages are located in the
workforce section

Feedback about today's session and any future sessions you may like to see included in our webinar series....

All feedback welcomed; You may want to consider the following –

Was it easy to book onto the session?

Did you find the session went well in this online format ?

Was the content of the session relevant to your area of practice / job role?

Did you enjoy the session?

Thinking about future webinar's, which topics linked to older person's care would you be most interested in?

Please put any suggestions in the chat.

Please comment in the chat today or feel free to email us: ghnt.encop@nhs.net