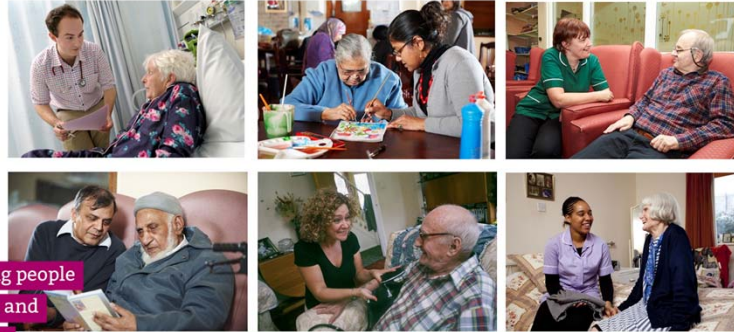


Tier 1 Dementia Awareness Training

Unit 8



www.hee.nhs.uk

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The Dementia Academic Action Group (DAAG) was commissioned by Health Education England Thames Valley and is a collaboration between University of Bedfordshire, Oxford Brookes University, University of Northampton and University of West London. For further information about the DAAG Tier 1 Dementia Awareness training, please contact Health Education England Thames Valley.

Web add: <https://www.hee.nhs.uk/hee-your-area/thames-valley>

Email: enquiries@thamesvalley.hee.nhs.uk

Tel: 01865 785500

The content of this package has been developed with a view to raising awareness of what dementia is and how it affects people with dementia along with their family, relatives, carers, friends and significant others. It has been delivered as face to face training to over 1,500 clinical and non-clinical staff working in a variety of health and social care settings.

Tier 1 Dementia Awareness Training Unit 8

How to respond to behaviours that challenge?

“This training has helped me to understand the strange behaviour of my grandmother when I was young.”

A Hospital Porter from Poland

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Welcome to Unit 8

The quote from a hospital porter from Poland, working in an Acute General Hospital, who attended the DAAG training, helps to set the scene for what this unit will consider.

Welcome to Unit 8

- You have come to the last unit in this Tier 1 Dementia Awareness Training Package. Units 1 – 7 have raised your awareness about dementia, its impact & what you can do to support the person with dementia & their carer to live well.
- Unit 8 will give you the chance to develop the skill of how to respond to behaviours that challenge. This session must be delivered face to face in a small group setting.



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Welcome to the Unit

Setting of ground rules including disclosure of sensitive information and confidentiality.

Link to Unit 7

Participant health and wellbeing ~ make yourself available to debrief and to sign post after the session has ended.

Get participants to sign the attendance register

Inform the participants about the length of the session, including a short comfort break if it is going to be longer than 30 minutes.

Give out Tier 1 Training Evaluation Form for each participant to complete page 1.

Objectives of the Unit

By the end of this unit, you will be able to:

- Explain why people with dementia may present with behaviours that challenge
- Describe advanced communication strategies that can be used to respond to behaviours that challenge
- Discuss the VERA Framework & how you can use it when supporting people with dementia

Objectives of the Unit:

It is important to state these at the start of the unit.

Changes in Communication

- Staff need to increase the use of non verbal communication & touch
- Try to find out the reasons behind the communication problems.
- When a person expresses agitation of frustration, they may be seen as being awkward, aggressive, attention seeking or ignorant.
- There may be other physical, environmental or social reasons affecting communication



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Activity – Pause & Think:

“How does communication change as the dementia progresses?”

Present Slides 5 & 6

Changes in communication

The facilitator needs to encourage each member in the audience to reflect Unit 5 - “Talking and listening to the person with dementia”

Ask the participants:

“How does communication change as the dementia progresses?”

Discuss experiences and ideas.

Ask for any lessons learned?

Any areas for personal and professional development identified?

Participants can make notes using the Unit 8 Activity Sheet if they wish.

(5 minutes in total)

Communication Tips: Take time & focus

- ✓ Smile
- ✓ Take your time
- ✓ Be calm
- ✓ Focus
- ✓ People with dementia will look for social clues when interacting.



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Present Slide 8-10

Communication tips – Reminders from Unit 5

Explain that some people may express themselves through their behaviour

Remind participants of the Top communication tips as presented in Unit 5.

Emphasise that each person's journey will be unique, which means that each person will have different communication needs. One size does not fit all, therefore person-centred care is essential

If time permits, engage in a developmental conversation about other strategies that can be used to communicate with people with dementia.

Participants can make notes using the Unit 8 Activity Sheet if they wish.

Communication Tips: How to speak

- ✓ People with dementia may take time to process verbal conversations
- ✓ Use shorter sentences – chunking
- ✓ Speak slowly & clearly
- ✓ Avoid raising your voice
- ✓ Check for hearing aids & make sure they work
- ✓ Speak at the person's eye level



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Present Slide 8-10

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Explain that some people may express themselves through their behaviour

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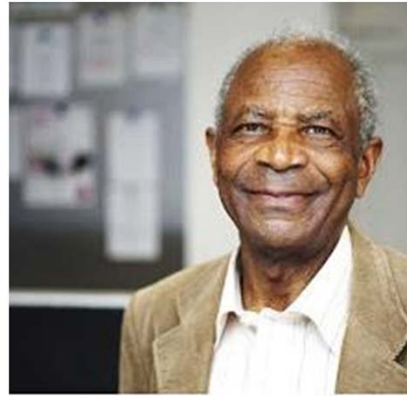
Emphasise that each person's journey will be unique, which means that each person will have different communication needs. One size does not fit all, therefore person-centred care is essential

If time permits, engage in a developmental conversation about other strategies that can be used to communicate with people with dementia.

Participants can make notes using the Unit 8 Activity Sheet if they wish.

Communication Tips: What to say

- ✓ It is important to dignify people with dementia by speaking to them in a respectful way.
- ✓ [Hello.....my name is.....](#)
- ✓ What would you like to be called?
- ✓ What is your preferred name?
- ✓ Is it OK if I talk to you about.....



Present Slide 6-10

Communication tips – Reminders from Unit 5

Explain that some people may express themselves through their behaviour

Remind participants of the Top communication tips as presented in Unit 5.

Emphasise that each person's journey will be unique, which means that each person will have different communication needs. One size does not fit all, therefore person-centred care is essential

If time permits, engage in a developmental conversation about other strategies that can be used to communicate with people with dementia.

Participants can make notes using the Unit 8 Activity Sheet if they wish.

Activity - Effective communication: What you need to know!

Group Activity

- Split into 4 groups
- Scenario based activity
- Discuss the scenario and the question that is written on your card
- Prepare to share your answer with whole group



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Activity:

“Effective Communication ~ What you need to know!”

(13 minutes)

Facilitator to:

Get the audience into 4 groups.

Resources:

4 laminated cards with the letters VERA printed on each card.

For example, one card will have V on it and on the reverse side it will have the scenario printed on it and then a question for discussion.

Give each group 1 card

Ask them to spend 5 minutes discussing the topic written on their card.

Invite the Spokesperson to give feedback in 60 seconds or less.

Facilitator to show sample response after each group has given feedback.

Activity - Effective Communication: Use VERA

1. Validation
2. Emotion
3. Re-assure
4. Activity



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Notes:

This effective communication exercise uses the VERA Framework developed by Brooker & Lillyman 2013.

Validation
Emotion
Reassure
Activity

Facilitator to:

Get the audience into 4 groups

Give each group 1 card

Show sample response after each group has fed back.

Ask them to spend 5 minutes discussing the topic written on their card.

Invite the Spokesperson to give feedback in 60 seconds or less.

Group V - Validation

Validation

- Mary is sitting on a chair in the waiting area looking tense. When asked what is wrong she says she has to go home, it is getting dark and her mother will be worried about her (Brooker & Lillyman 2013).

Sample response:

- Validation = “You sound worried about this. Tell me about your mum?”



Group V: Validation

How would you use Validation to help Mary?
What might you say or do in response to her concerns?

This slide presents a sample response

Group E - Emotion

Emotion

- Mary is sitting on a chair in the waiting area looking tense. When asked what is wrong she says she has to go home, it is getting dark and her mother will be worried about her. (Brooker & Lillyman 2013).

Sample response:

- Emotion = "I would feel worried too if my mum did not know where I was!"



Group E: Emotion

How would you acknowledge Mary's emotions?
What might you say or do in response to her emotions?

This slide shows a sample response

Group R - Reassure

Re-assure

- Mary is sitting on a chair in the waiting area looking tense. When asked what is wrong she says she has to go home, it is getting dark and her mother will be worried about her (Brooker & Lillyman 2013).

Sample response:

- Re-assure = "You are safe here Mary. Everyone at home knows you are here and that you are safe!"



Group R: Reassurance

Having observed that Mary is looking tense, how would you re-assure her?

What might you say or do as you re-assure her?

Group A - Activities

Activities

- Mary is sitting on a chair in the waiting area looking tense. When asked what is wrong she says she has to go home, it is getting dark and her mother will be worried about her (Brooker & Lillyman 2013).

Sample response:

- Activity = "We are getting ready to make tea now. Can you help me by telling me how you like yours?"



Group A: Activities

How would you use activities to help Mary?

What might you say or do in order to encourage Mary to engage in activities?

This slide shows a sample response

Review of Unit 8

At the end of this unit, are you able to:

- Explain why people with dementia may present with behaviours that challenge.
- Describe advanced communication strategies that can be used to respond to behaviours that challenge.
- Discuss the VERA Framework & state how you will use it when supporting people with dementia.

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Notes:

Complete presentation & review objectives for Unit 8

Encourage participants to review Units 1 – 7

Verbal feedback to the group about how it felt for facilitator.

Sign post to electronic resources, dementia apps and any relevant dementia support services.

Completion of evaluation forms.

Sign certificates. Give out Certificates for Unit 8

Useful Dementia Apps

Free in the Apple App Store:

- Sea Hero Quest – Glitchers Ltd (2016)
- Dementia Guide for Carers and Care Providers – Text Matter Ltd (2016)
- MindMate – Empowering People with Dementia – MindMate (2016)
- Understanding Dementia for Care & Support Workers v.2 – by Scottish Social Services Council (2016)
- Dementia: Understanding Stress & Distress v.2 – by Scottish Social Services Council (2016)
- Dementia: Personal Outcomes v.2 –by Scottish Social Services Council (2016)
- Dementia Support – by Swedish Care International (2013)
- Pathways Through Dementia – by Patrona Briggs (2013)



Useful Dementia Apps

Free in the Android Play Store:

- Confusion: Delirium & Dementia: A Bedside Guide – by Confusion App (2014)
- Vascular Dementia Information – by Pachara Kongsookdee (2014)
- Dementia Support – by Swedish Care International (2013)
- Pathways Through Dementia – by Patriona Briggs (2013)
- Fronto-temporal Dementia – by Emanuel Bolachi (2014)
- Lewy Body Dementia – by T. Boonmarkmee (2014)



Some sources of help

- Alzheimer Society: <http://www.alzheimers.org.uk/>
- Berkshire Health Care (2014) Your Dementia handbook: http://www.berkshirehealthcare.nhs.uk/page_sa.asp?fldKey=344
- Carers of people with dementia: <http://www.healthtalk.org/peoples-experiences/nerves-brain/carers-people-dementia/topics>
- Dementia Action Alliance: www.dementiaaction.org.uk
- Dementia Friends: <http://alzheimers.dementiafriends.org.uk/>
- Dementia UK: <http://www.dementiauk.org/>
- Dementia Services Development Centre: <http://dementia.stir.ac.uk/>

Notes:

Show this slide and encourage participants to access the freely available resources.

Some sources of help

- Dementia Web Oxfordshire DAA:
<http://www.dementiaweboxfordshire.org.uk/>
- Improving Dementia Education and Awareness (IDEA):
<http://idea.nottingham.ac.uk/>
- Young Dementia UK: <http://www.youngdementiauk.org/>
- Social Care Institute for Excellence (SCIE):
<http://www.scie.org.uk/socialcaretv/topic.asp?t=dementia>
- Skills for Care (2014) Better domiciliary care for people with dementia Best practice case studies from domiciliary care employers developing their workforces to support people with dementia. Leeds: Skills for Care: <http://www.skillsforcare.org.uk/Document-library/Skills/Dementia/Better-domiciliary-care-for-people-with-dementia.pdf>

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Notes:

Show this slide and encourage participants to access the freely available resources.

Evaluation - Now what?

- After completing this Dementia Awareness Training Unit, one thing **I will do from now on** is.....
- One thing **I will stop doing** from now on is.....



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Evaluation of Unit:

- Encourage participants to complete their Tier 1 Dementia Awareness Training Unit Evaluation Form
- Collect the evaluation forms and prepare to send them to your Local Education & Training Lead
- Thank all the participants for attending the training.

Acknowledgements

Commissioners and Programme Leads

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Jacqueline Fairbairn Platt, Associate Dean
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Zoe Scullard, Health Dean

Project Team

University of Northampton

Institute of Health and Wellbeing
Professor Jacqueline Parkes (Chair)
Alison Ward (Phase 1 Lead)
Dr Matthew Callender
Professor Judith Sixsmith
Dr Jane Youell

Project Team continued:

University of Bedfordshire

Melsina Makaza (Phase 2 Lead)
Professor Mike Fisher
Samson Ojo

Oxford Brookes University

Peter Zaagman (Phase 2 Lead)
Casey Law
Catherine Wheatley
Kim Fredman-Stein

University of West London

Professor Heather Loveday (Phase 3 Lead)
Debi Joyce
Samantha Chan

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