



Tier 1 Dementia Awareness Training

Unit 8



Developing people
for health and
healthcare



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



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.





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

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





Communication Tips: Take time & focus

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





Communication Tips: How to speak

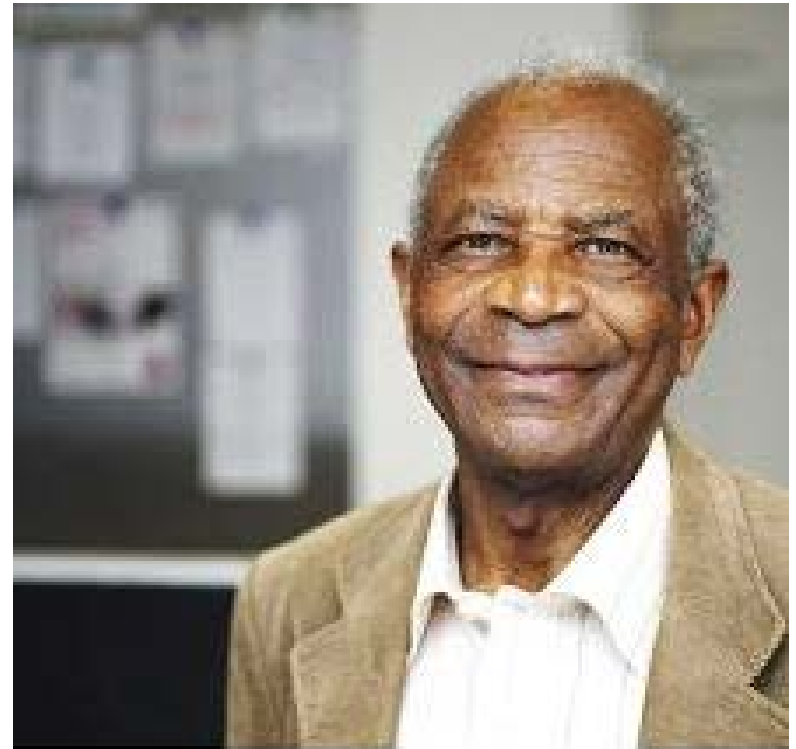
- ✓ People with dementia may take time to process verbal conversations
- ✓ Use shorter sentences – chunking
- ✓ Speak slowly & clearly
- ✓ Avoid raising your voice
- ✓ Check for hearing aids & make sure they work
- ✓ Speak at the person's at eye level





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.....



www.istockphoto.com



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





Activity - Effective Communication: Use VERA

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



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 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 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 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?”





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.

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 Patrina 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/nerve-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/>

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>



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.....



Acknowledgements

Commissioners and Programme Leads

Health Education England Thames Valley

Jacqueline Fairbairn Platt, Associate Dean
Quality Improvement
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 Brooks 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