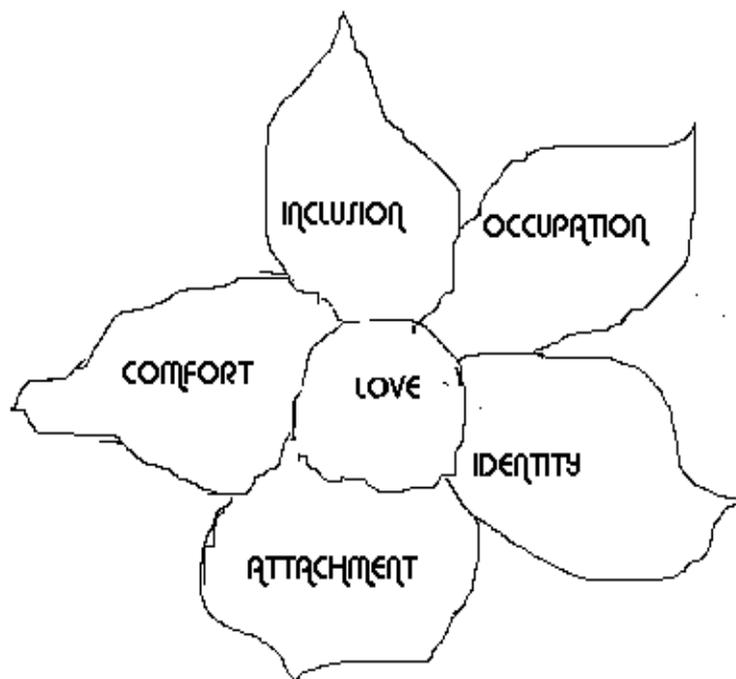


Person-Centred Care Principles to the Care Planning Process for People with Dementia at Palm Court

The care strategy at Palm Court is firmly rooted in:

1. Providing a holistic or whole person approach to care
 2. Knowing and seeing the person with dementia and not just the illness
 3. Providing meaningful experiences to the person
 4. Caring for the environment in which residents live
- Palm Court uses Personhood Model of Care (Kitwood's, see diagram below) which is specifically designed to meet the needs of dementia sufferers. It focuses on person-centred care which means the person is the centre of all activities.
 - Understanding the perspective of the person through effective communication
 - Respecting the wishes of the residents and taking their views into account
 - Providing individualised care that are in tune with our resident's changing needs
 - Providing a supportive environment in order to help people live a life where they can experience relative well-being.

1. **INCLUSION:** The need to feel and be involved
2. **OCCUPATION:** The need to be helpful and useful
3. **IDENTITY:** Own person, personality, personal history, likes and dislikes
4. **ATTACHMENT:** The need to belong somewhere or to someone
5. **COMFORT:** The need for pleasure



Personhood Model of Care (Kitwood) adopted by Palm Court Nursing Home

The concept of the Person-Centred Care Approach for people with dementia puts the resident at the centre of all activities and not the illness. There are many benefits of shifting

care plans for people with dementia from a strictly illness model to a person-centred care focus. The illness model tends to constrain care planning to measuring and focusing on declines, negative issues and occurrences and physical care, rather than on quality of life issues for the person. For example, documenting the number of times a person is incontinent offers nothing in comparison to developing a plan and strategy to help a person maintain continence and take pride in it.

Palm Court gives excellent care using a person centred approach of care planning. Often people get labelled negatively in a very general way in an illness model care plan as being “aggressive”, “uncooperative”, “wanderer”, These general labels tend to frighten or negatively influence staff into having negative expectations and acting in ways to protect themselves and avoid the person with dementia. Occurrences of negative behaviour are then looked for, documented and measured, and the cycle continues.

In contrast, at Palm Court a person-centred approach looks at the whole person with dementia, what his/her feelings may be in specific situations and why, defines the person’s strengths, and develops an understanding of how to work effectively with that person in ways that empower, reassure and avoid specific negative behaviour producing situations. This is very empowering to staff, relatives and the people with dementia that they work with, because it offers positive and well-defined strategies that enhance quality of life.

Five Basic Needs of People with Dementia:

Palm Court identifies the following specific needs of dementia sufferers:

- Need to give and receive love
- Need to be useful
- Need to have self esteem boosted
- Need to still be able to care (for others and self)
- Need to experience joy and laughter

(From Jane Verity “Rekindling the Spark of Life Program”, Dementia Care Australia, as interpreted from working with Tom Kitwood and the Bradford Dementia Group)

Palm Court Approach to Person-Centred Care Planning

The goals for the care planning session are to:

1. Apply Person-Centred Care Principles and approaches to the care plan. This means working with the resident and relatives to develop a detailed profile of the person concerned. The aim is to understand the person.
2. Design care plans to reflect the person with dementia’s strengths and needs. The focus is in identifying the person’s strengths and what care and support is needed to enhance opportunities to maintain or enhance the skills.
3. Transform from using vague institutional, disease focused, “labelling” language to clear, easy to understand, specific-to-the person, strengths based information.

5. Fashion the care plan to be a **learning document about the person**, with the best ways to understand, help and provide quality of life experiences for her or him.
6. Incorporate recent input from people who know the person well and work with him or her regularly (preferably in person as part of the team).

Staff at Palm Court is dedicated to:

- Making residents' wishes known
- Initiating social contact (physical or eye)
- Warm and affectionate interaction
- Self-respect preserve dignity and modesty
- Being helpful
- Humour Jokes, does things to bring pleasure to others
- Bodily Relaxation-relaxed, alert, calm expression
- Creative Self-Expression-not doing a routine
- Showing Pleasure or enjoyment or happiness
- Responding appropriately to others sees needs/feelings
- Expressing Appropriate Emotions to situation
- Holding his/her own socially sticks up for self
- Alertness, responsiveness not vacantly staring
- Being Active-uses abilities
- Being Purposeful shows we can make things happen

Holistic Approach at Palm Court

Holistic nursing has the whole person as its goal. Holistic nursing is a specialty practice that draws on the personhood, the family, nursing knowledge, expertise and intuition to guide nurses to care for our residents. Our practice recognizes the totality of the human being - the interconnectedness of body, mind (emotion, spirit, social/cultural, relationship, and context) and the environment. Holism is about interlinking the physical care, psychological care and the therapeutic environment. This is why Palm Court has invested in high level of training for staff to improve the care, massage therapy to enhance psychological care and a sensory garden to extend the holistic approach outside Palm Court.

At Palm Court, we recognize that drugs have limited use in caring for dementia sufferers. Drugs are monitored on a daily basis as our residents are elderly, frail and highly sensitive to effects and contraindications. Constant monitoring of drug use in the management of dementia is a specialist skill. Thus, we use alternative therapies to help our residents maximize their day to day enjoyment of life.

Massage therapy is used to relax our residents physically and mentally. This is proving very helpful in managing restlessness and other behaviour issues which come with dementia. Our residents find that massage also helps them to make the most of the day and participate in other activities.

Most of us spend about half of our lives in bed. Thus, it is important to invest in a good quality bed to complement the benefits of massage. Palm Court has electrical profiling beds with mattresses which not only protect the skin but boosts the comfort and induces sleep. A good night rests obviously helps our residents to be active and participative during the day. In order to complement the comfort and stimulation afforded by the internal environment at Palm Court, a sensory garden has been developed.

