

Person Centred Care

"The Golden Years" by Leah Bisiani



Person Centred Care



"The Golden Years"

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Key drivers why people enter care

LIFESTYLE DRIVERS

- Health related, not a lifestyle decision
- Inability to live independently and family inability/reluctance to provide required care
- Care requirements exceed that provided at home
- Improved condition demand with preference for privacy, dignity, close to family and comprehensive care
- Increased acuity level of people accessing care

NEEDS BASED DRIVERS

- Chronic illness
- Disability
- Reduced mobility
- Isolation

Lend Lease Aged Care

An overview



Lend Lease Aged Care

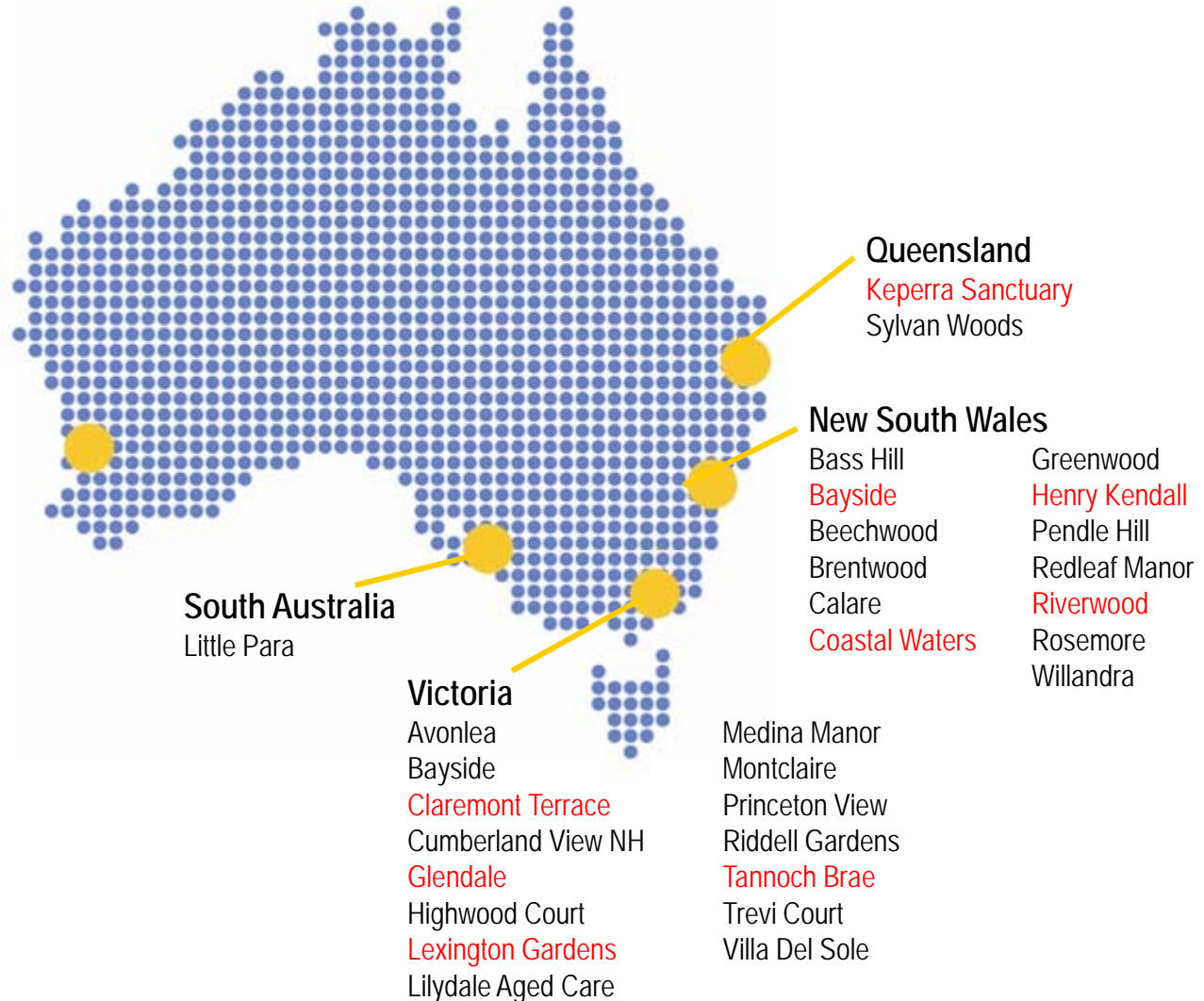


- Lend Lease Aged Care owns or manages 31 facilities located across four states
- Provides care to approx. 2,060 residents
- Occupancy currently at 95%
- All facilities accredited
- Fifth largest for-profit aged care operator
- Aged Care employs almost 3,000 staff

Lend Lease Aged Care Portfolio



Aged Care Facility	State	High Care	Low Care	Extra Services	Total
Bass Hill	NSW	78			78
Bayside	NSW	84	40		124
Beechwood	NSW	70	40		110
Brentwood	NSW	86			86
Calare	NSW	66			66
Coastal Waters	NSW	84	42		126
Greenwood	NSW	53			53
Henry Kendall	NSW	110			110
Pendle Hill	NSW	84			84
Redleaf Manor	NSW			65	65
Riverwood	NSW		29		29
Rosemore	NSW	90			90
Willandra	NSW	64			64
Avonlea	Vic		69		69
Bayside	Vic		41		41
Claremont Terrace	Vic		76		76
Cumberland View NH	Vic	30			30
Glendale	Vic	15	225		240
Highwood	Vic		75		75
Lexington Gardens	Vic		60		60
Lilydale NH	Vic	30	31		61
Medina Manor	Vic		45		45
Montclair	Vic			36	36
Princeton View	Vic	46	79		125
Riddell Gardens	Vic		74		74
Tannoch Brae	Vic		50		50
Trevi Court	Vic		53		53
Villa Del Sole	Vic		52		52
Sylvan Woods	Qld	89			89
Keperra Sanctuary	Qld		49		49
Little Para	SA		62		62



Co-located with Lend Lease Retirement Living

Person Centred Care

At a time when an older person is experiencing the most dramatic changes in their life, they cannot be placed in a situation where who they are and have been becomes secondary to the priorities and demands of where they are or who is caring for them

Person Centred Care

The recognition of self, who we are, and what place we hold in the world around us. Personhood places an emphasis on the positive affects of daily interaction with people. It also teaches the recognition of well being as opposed to ill being of a person

Being elderly, living with dementia and/or having conditions that debilitate a person does not mean losing oneself

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Principles

- **Uniqueness**

Regardless of illness, all people are unique, and this must also be acknowledged for people with dementia

- **Complexity**

Humans are complex beings and a myriad of factors influence the way we see and respond to the world around us. Always consider the level/type of dementia, personality, life history, physical health status, social life etc.

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Principles

■ Enabling

It is all too easy for us to focus on the disability and loss associated with cognitive decline and age. We need to recognise the strengths and abilities of people of all people and ensure opportunities exist for them to be utilised

■ Value

Person centred care is not just about the way we interact with a person but also recognises the personhood of all people

Person Centred Care

Definition

Person centred care is a model that focuses on the value of each individual

It involves respecting and honouring the uniqueness of each person and allowing him/her to be involved in decisions that have an impact on his/her life

Person Centred Care

Provides problem solving strategies that greatly reduce the need for medication, help heal the past, and make whole the present by fostering interpersonal relationships

Ensures the resident's needs are the highest priority, not only their physical needs, but all needs within the holistic framework of care. By providing the highest quality of care we must respect the resident's wishes and regard them as an autonomous individual whose values, choices and beliefs are to be honoured

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Goals

In the American Journal of Alzheimer's Disease (1999) Virginia Bell and David Troxel write:

“The goal of person centred care is to move the person, even momentarily, from loss to fulfilment, loneliness to connectedness, sadness to cheerfulness, confusion to orientation, worry/anxiety to contentment, frustration to peacefulness, fear to security, paranoia to trust, anger to calm and embarrassment to confidence.”

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Model

- Consistency in caregivers approach and expectations
- Continuity of past life patterns and preferences
- Respect for personal values, beliefs and worth
- Involvement in decision making
- Support in decreasing or eliminating those things that impede the clients quality of life – maximising autonomy, independence and participation
- Relate to the person rather than the illness
- Provision of an environment and experience that is enriching and meaningful
- Recognise the importance of working in partnership with family and friends of the person

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The Care Environment

- Commitment to personalised care at all levels of the care organisation
- Leadership by senior carers that promotes ownership of the core principles of person centred care
- Knowledgeable staff who are encouraged to be positive, creative and flexible
- A well designed/built environment

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Best Practice

- Accurate and detailed assessment
- Careful selection and training of staff
- Individualised care based on knowledge of cultural, historical, social and family history
- Access to specialised services
- Activities similar to those the person would have experienced in the community
- Emphasis on good communication both verbal and non verbal

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The resident is considered to be the best judge of whether or not his / her needs are being met



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Creating well being from ill being

- ✓ Rule out depression/delirium
- ✓ Concise and accurate assessment/interview
- ✓ Pain relief
- ✓ Reduce chemical restraint and the use of sedatives etc. and medication management
- ✓ Homelike safe environment - personal
- ✓ Retaining choice and preference – all areas
- ✓ Specific and individualised care plans
- ✓ Establishing relationships/communication
- ✓ Treating with respect, value and dignity
- ✓ Sensory stimulation

Person Centred Care

Creating well being from ill being

- ✓ Abolish restraint – chemical/physical/environment
- ✓ Avoid clutter
- ✓ Consistency of staff
- ✓ Do not over stimulate – people/noise/activity etc.
- ✓ Give praise to boost self esteem
- ✓ Do not put unfair expectations on people
- ✓ Create situations to experience success
- ✓ Include residents in day to day living
- ✓ Make people feel needed
- ✓ Rest periods as required
- ✓ Use validation
- ✓ Reminiscence
- ✓ Have a sense of humour – laugh and smile
- ✓ Provide affection and touch

Person Centred Care

Creating well being from ill being

- ✓ Exercise
- ✓ Memory aids
- ✓ Children, pets, plants
- ✓ Use positive statements
- ✓ Management of challenging behaviours

We need to recognise the essential unity of all human beings, despite whatever differences there may be in their physical, psycho social and cognitive capabilities

Person Centred Care

We must never destroy the spirit, essence or spark of life of a person - we do not have that right

Person Centred Care

Instead, decide to...

- ✓ Be the one to guarantee, replenish and uphold personhood in people with dementia
- ✓ Be positive, constructive and encouraging
- ✓ Focus on what is really important, avoid making an issue out of things that are not really important and keep asking "does this really matter?"
- ✓ Look for and create situations where those we care for can experience success and be acknowledged for it
- ✓ Be active in preventing/understanding challenging behaviour to unmet needs

Person Centred Care

For the elderly person, often the most important moment is the present moment, tomorrow can scarcely be imagined or anticipated

Life is most fully experienced in the now

Our supreme challenge as caregivers is to embrace this attitude of living in the moment

It is here we find the best opportunity to experience a measure of joy and fulfilment during this caregiving journey

Thank you

