Valuing People

An Organisational Resource Enabling A Person-Centred Approach

30th International Conference of Alzheimer's Disease International
Care, Cure and the Dementia Experience - A Global Challenge
15-18 April, 2015.

Dr David Sykes
General Manager, Learning and Development,
Alzheimer's Australia Vic

valuingpeople.org.au

UNDERSTAND ALZHEIMER’S
EDUCATE AUSTRALIA
FIGHTDEMENTIA.ORG.AU
ACKNOWLEDGEMENTS

Funding
The 3 year project was funded by the Department of Social Services through the Encouraging Better Practice in Aged Care initiative and a partnership between Alzheimer’s Australia Vic and Alzheimer’s Australia through the National Quality Dementia Care Initiative.

Community care providers – Management, staff, carers and consumers
ACH Group (SA), Anglicare Tasmania, Baptcare, Brotherhood of St Laurence, Northside Community Forum (NSW), Ozcare (Qld), Royal District Nursing Service, Seniors Helpers, Southern Cross Care, Swan Hill Rural City Council, St Basil’s Aged Care(WA).

Alzheimer’s Australia Vic. - Project staff
Project Managers – Christine While and Christine Pappon
Project Officers – Rachel Loney-Howes, Stacey Dennis

Independent evaluators
Alt Beatty Consulting
Centre for Health Service Development, University of Wollongong
CONTEXT

- Focus on Consumer Directed Care
- Good dementia care is person centred yet its adoption is patchy
- Most people living with dementia live in the community
- An organisational wide approach is crucial to being person centred
NEED FOR A RESOURCE

To assist community care organisations assess how person centred they are as an organisation

- Importance of different perspectives - Person Centred …according to who?
- Accessible and easy to use
- Rights based and consumer focused for all
- Strengths based approach to organisational change
DEVELOPING THE RESOURCE

Involved a number of elements

- Literature review
- Consortium of community care providers
- Academic & Consumer experts
- Two major pilots across Australia – Involved 11 community care organisations, involving over 500 people in the study.
- 2 Independent evaluations
WHAT IS VALUING PEOPLE?
FRAMEWORK

Guiding VALUES
- Valuing people
- Autonomy
- Life experience
- Understanding relationships
- Environments

Elements
- Valuing people: 1. Respecting values and beliefs; 2. Listening to each other
- Autonomy: 1. Promoting autonomy and independence; 2. Balancing rights, risks and responsibilities
- Life experience: 1. Supporting the sense of self
- Understanding relationships: 1. A partnership approach; 2. Community connections
- Environments: 1. A supportive learning culture; 2. Responsive support

Actions

UNDERSTAND ALZHEIMER'S
EDUCATE AUSTRALIA
FIGHTDEMENTIA.ORG.AU
L1. Supporting the sense of self

Dementia affects each person differently; their needs are unique, individual and change over time. The sense of self is what people consider most important about them and can assist in understanding a person’s needs.

- Respect and value consumers for who they are now, as well as for who they were in the past.
- Address consumers by their preferred name and avoid using pet names or generic terms such as ‘dear’.
- Collate and use a person’s life story as the foundation of current and future provision of support.
- Provide consumers and their carers with culturally sensitive information.
- Respect people’s beliefs and practices regarding illness, death and bereavement.

Working with the consumer and their carers

- Recognise all people as individuals regardless of their role.
- Ensure a shared understanding of issues with staff.
- Respect the life story and experience of staff.
- Make attempts to match staff with the type of work they are most suited to.

Working with staff

- Encourage the use of a life story approach in care planning and day-to-day contacts with consumers.
- Promote the right of individuals to genuine ownership and participation in care planning.
- Individualise support plans to ensure that they are reflective of what is important to people.
- Identify and monitor change in people’s capabilities and needs.
- Ensure behavioural and psychological symptoms of dementia are assessed and understood.
- Make available to staff information about consumers’ life stories and connections to community.

Organisational leadership, systems and culture

- Ensure staff:
  - know how to build relationships with consumers and their carers
  - understand the progressive and individual nature of dementia
  - understand how relationships can change over time for consumers
  - know how to use non-verbal behaviour to engage people and are aware of the impact of their non-verbal communication on others
  - understand the importance of a life story approach and use it in their interactions with people.
THE MODEL

It's all about relationships

[Diagram showing the relationships between various elements such as Community, Person living with dementia, Staff, Carer/Family member, Organisation, Funding, Quality standards, and Ageing population, with a central 'VALUE' symbol.]
HOW IT WORKS

The Self-Assessment Process

Overall, we're only missing one or two small steps

Understand Alzheimer's
Education Australia
FightDementia.org.au
WHOLE OF ORGANISATION APPROACH

- Register your organisation online
- Plan the assessment
- Conduct the surveys
- Assess the findings in the report
- Develop an action plan
WHAT DOES IT ACHIEVE

- Providers in both pilots identified areas of strength and also opportunities to improve the quality of support.
- The different perspectives provided valuable feedback on their service.
- Providers also felt the resource was useful with all consumers not just those living with dementia.
"It was really important for us with the consumer self-assessment, to know what our consumers thought about our organisation - did they feel it was a partnership? did they feel comfortable about telling us how the services we deliver impact on their lives? did they think we were task oriented? Our learning's from this is that person-centred care requires an organisational change that won't happen overnight. I think the biggest challenge for our organisation is to move our thinking away from funding sources, outputs and service type, that fit the consumer into our organisation structure but move to the person and how best our service can respond to their needs."

Connie Bruckard, General Manager, Home Based Care Services, Anglicare Tasmania
Conclusion

• How person centred is your organisation?
• Would your staff want to be supported by your organisation if they were a consumer?
• How ready are you for Consumer Directed Care?
• How many of your consumers and staff would recommend your service to others?
QUESTIONS AND COMMENTS

c'mon... you've got plenty to choose from... so what's your choice?

valuingpeople.org.au

UNDERSTAND EDUCATE AUSTRALIA
FIGHT DEMENTIA.ORG.AU