Blue Care’s Memory Support Journey
Translating Theory into Practice       Denise Edwards
The Blue Care journey
About Blue Care

COMMUNITY CARE
- 77 nursing centres
- 2,740,576 community visits made

RESIDENTIAL AGED CARE
- 4,538 people call Blue Care home

LARGEST provider of rural & remote Indigenous aged care services in AUSTRALIA

62 YEARS OF SERVICE

13,000 people rely on us each day

1,539 vehicles, 32,100,000 KM travelled

SUPPORT FOR CARERS
- 54 Respite centres
- 4 Commonwealth Carer Respite centres
- 21 National Respite for Carers programs

AUSTRALIAN Regional & Remote Community Services, supported by Blue Care

WINNER

COMMUNITY care, residential aged care & retirement living

OUR TEAM
- 8,746 STAFF
- 2,324 VOLUNTEERS

SENIORS' HOUSING
- 1,116 units

SENIORES' HOUSING
- People using our services are at the centre of all we do.

Figures as at June 30, 2014.
Our locations

• 80 communities across Queensland and northern New South Wales
• 260 services and centres
• Over 80% of the Queensland population live within a 20 minute drive of a Blue Care service.
• 32 Memory Support Units
Planning for our journey
**OUR APPROACH**

It is the person who comes first and is at the centre of all we do. Each individual’s uniqueness is appreciated. It is an equal partnership. The role of family and friends is also recognised and is an important part of the partnership.

Actively listening, we hear the needs and wants of the individual. We recognise and focus on their skills and capabilities. This guides the design and delivery of service and accommodation solutions that are individually ‘tailor made’. Services are then delivered in such a way that the person is in control rather than controlled.

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**AND CHARACTERISTICS**

- **Doing with not doing for**
  The person has the choice and say in what, when and how they wish to receive services.

- **Flexible and proactive**
  It is what suits the individual that’s important for where and how we provide services. Accessing services has to be easy.

- **Building from strengths**
  Working with the individual’s strengths and capabilities we aim to help them be all they can be, to live independently for as long as they can and to have a daily life that is fulfilling.

- **Seamless and inclusive**
  Transition and continuity across the full wellbeing and health continuum needs to be seamless. Supporting the person to age in place and continue to be connected with their community will be achieved by integrated and inclusive services provided across a range of sites.

- **Partnerships and working together**
  Working together and with others will make sure the individual gets the best possible outcomes.

- **Appropriate and accessible**
  Respect for the individual’s tradition, language and religion is central to our approach. Equitable access to services across Blue Care will be facilitated. Our commitment to ‘Closing the Gap’ will guide our partnerships with Aboriginal and Torres Strait Islander people.

- **Being sustainable**
  As well as supporting people’s immediate needs we take a long-term view to service delivery. Our aim is to ensure support is viable for all. Sustainability also involves a respect for the environment and we are mindful of reducing our footprint and minimising our impact.

- **Local solutions**
  We aim to work with communities to help develop and deliver ‘tailor made’ local solutions. Just as each person is different so too are communities and we will plan together how the service model is best applied and implemented.
A person living with dementia will...

- Receive excellent health care, healthy living programs and be enabled to be “All they can be”.
- Be recognised for their uniqueness, skills and achievements, retaining their diversity and dignity.
- Be at the centre of the care they receive.
- Make choices about all aspects of their life that they are able to.
- Be seen as a person in their own right first, before their dementia.
- Be empowered and treated as an equal Partner.
- Achieve everything that is possible as a valued member of society.
- Be as independent as possible.
Sharing every day life experiences
The power of story telling
Play Up Program
Commitment from the top

Robyn Batten and Steve Lundin
The FISH! Philosophy

Something fishy is going on

One in four staff will or have been FISHing by June 13.
That’s FISHing inside, at one of the FISH Philosophy camps.

The FISH! philosophy is a set of simple, proven tools to help people create an energized and effective work culture. Eight key philosophies that cornerstones successful organisations and help create an environment where people care, communicate, and connect.

Be There:
The pace of humanity is changing at an alarming rate. Being there is more than being physically present. It’s being emotionally and physically present, being focused and alert.

Play:
When people are engaged, they are more productive and present. And can be a fountain of innovation. A playful workplace may become a culture of excellence.

Make Their Day:
New things are exciting. People welcome change. If change occurs, people’s paths may shift, but they can make it work. A great leader acknowledges this and makes it work.

Choose Your Attitude:
The way people think will influence their attitude. And people shape the culture around them. So everyone around you, attitudes are contagious. Is your warm welcoming?

From the FISH Camp Marketing Enrolment — Stephen St. Jendro M.D.

Prize Bait
Show your fishy ideas & picture!
As each idea registered by June 30 will be in the running for prizes.
How does your workplace FISH!!
Email:
BlueCareMBA@bluecare.org.au

Photo Gallery
(Unused images of Blue Care employees)

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(Unused images of Blue Care employees)
## Changing Culture - The FISH! Philosophy

<table>
<thead>
<tr>
<th>Play</th>
<th>Make their day</th>
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<tr>
<td>Play happens when learning; when we try a process in a different way. We learn by opening our eyes and tapping into our natural energy and creativity.</td>
<td>In every moment in every day lies the opportunity to make a positive impact on anyone you meet.</td>
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<th>Be there</th>
<th>Choose your attitude</th>
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<td>Giving someone your undivided attention by really focusing on their needs, listening and finding ways to connect and make a difference.</td>
<td>You have the power of choice so you can choose to do your job with a smile rather than a frown. Attitudes whether they are helpful or hurtful spread quickly.</td>
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Changing Culture - The FISH! Philosophy
Blue Care’s *Tailor Made* Journey
Taking advantage of training opportunities
MESSAGE & RECAPS TRAINING PROGRAM: A resource for care staff working with people with dementia
Dementia Dynamics Toolkit

Manual

Website

The Dementia Dynamics Toolkit is a resource for addressing responsive behaviours that is being provided to all Australian residential aged care facilities in 2014.

Explore the current evidence-based information about dementia and responsive behaviours and, if you work in residential aged care in Australia, you can register and log in to access a range of information and support that will help aged care staff get the most out of the toolkit.

A series of workshops will be offered in all states and territories in 2014, 2015 in conjunction with the distribution of the toolkit. Check the dates that are available in your area.

If you work in Australian Aged Care, click here to register.

National workshops are being held in all states.

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The national rollout of the Dementia Dynamics Toolkit is funded by the Department of Social Services under the Encouraging Better Practice in Aged Care (EBPAC) Initiative.
Development of our own ‘Tailor Made’ education

• Over view of the Memory Support Services Program
• Getting to know your residents better
• What is dementia?
• Preventing and responding to changes in behaviour
• Dementia from a residents perspective
• What does success actually look like in a memory support unit
• Planning for success.
• Environment and Design
Importance of positive language
Tailor Made Tool Kit
Happy faces after the PCC workshop
Showcasing best practice
What did the pilots tell us?

- A Co-ordinator in each cluster was needed to drive the program
- Personal Profiles were really helpful in getting to know the person better
- PCC toolkit was helpful to start conversations about PCC
- Focusing on a few services
- Housekeeping staff now feel they have permission to spend time interacting with residents
What did the pilot tell us?

- Celebrate good examples of PCC
- Residential Care was the most need for change
- PCC on the agenda for all meetings
- Environmental Audits very positive
- Self Assessment tool needs to be more concise
- Role modelling most powerful way of getting message across
- Audit psychotropic meds
## Pre-evaluation

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<tr>
<th>Method</th>
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<tr>
<td><strong>Turnip</strong></td>
<td>Edvardson, Fetherstonhaugh and Nay (2011)</td>
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<tr>
<td><strong>P-CAT</strong></td>
<td>Edvardson, Fetherstonhaugh and Nay (2011)</td>
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<td><strong>EAT</strong></td>
<td>Fleming (2010)</td>
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<tr>
<td><strong>DEM QOL</strong></td>
<td>Smith et al (2005)</td>
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<tr>
<td><strong>Self Assessment</strong></td>
<td>Blue Care (2013)</td>
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<tr>
<td><strong>Psychotropic Audit</strong></td>
<td>MPS (2015)</td>
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<tr>
<td><strong>Behavioural Incidents</strong></td>
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Starting the next stage of our journey
Our Blue Care *Tailor Made* Memory Support Services Program in action
QUESTIONS?