Together We’re Better
Partnerships for Cultural Change

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1 Background to the project
2 Vision
3 Preparation for change
4 Strategies
5 What has changed?
6 Barriers to change
7 Enablers to change
Background

- Partnership with the Department of Health and Alzheimer’s Australia WA

- Support community care providers to better respond to the needs of people living dementia

- Capacity Building approach - not a service

- Share processes, tools and materials with the Sector

- Underpinned by Person Centred philosophy
Overall objective

To enhance the experience and improve the quality of life of people living with dementia who access community support services
Alexander Heights - ‘Dementia Specific’ Day Centre

- 10 people living with dementia attend
- 1 Supervisor
- 3 Assistants
- 1 volunteer each day
Vision – move from and institutional to a person centred model of day support

Existing model

Planned, whole group activities where clients are entertained

Future model

Person centred, enabling environment that enhances wellbeing for club members
Preparation for **CULTURE CHANGE**

- Listen and observe
- Acknowledge the good stuff
- Communicate – 2 way
- Understand values and motivation
- Collaborate – include all
- Assess knowledge and skills
Strategies to move to a person centred way of working

• Shared philosophy and vision
• Team building
• Right people
• Documentation
• Education plan
• Role modelling
• Reflection opportunities
## Some key changes

<table>
<thead>
<tr>
<th>Old</th>
<th>New</th>
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<tbody>
<tr>
<td>Ad-hoc catch ups</td>
<td>Team meeting every morning</td>
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<tr>
<td>Limited input from club members</td>
<td>Club member opportunity to make decisions</td>
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<tr>
<td>Little known about club members</td>
<td>Person centred club member profiles</td>
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<tr>
<td>Basic support plans</td>
<td>Comprehensive, individualised support plans</td>
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<td>Staff led, detailed, daily program</td>
<td>Opportunity for variety and spontaneity</td>
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<td>“Doing for” – serving members</td>
<td>“Doing with” – members helping themselves</td>
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<td>Staff entertaining club members</td>
<td>Members freely navigating the environment</td>
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It wasn’t all plain sailing!

Barriers to change

- Staff resistance
- Making tough decisions
- Difficulties ‘seeing’ the future state
- Perceived council constraints
What worked well?

Enablers to change

• Getting the right people
• Working alongside each other
• Small changes – big rewards!
• Morning meetings - communication
• Consistent, active leadership
• Taking risks – Iris and Helen
Questions?