

Consumer directed care in residential aged care

Is it a case of relational care?

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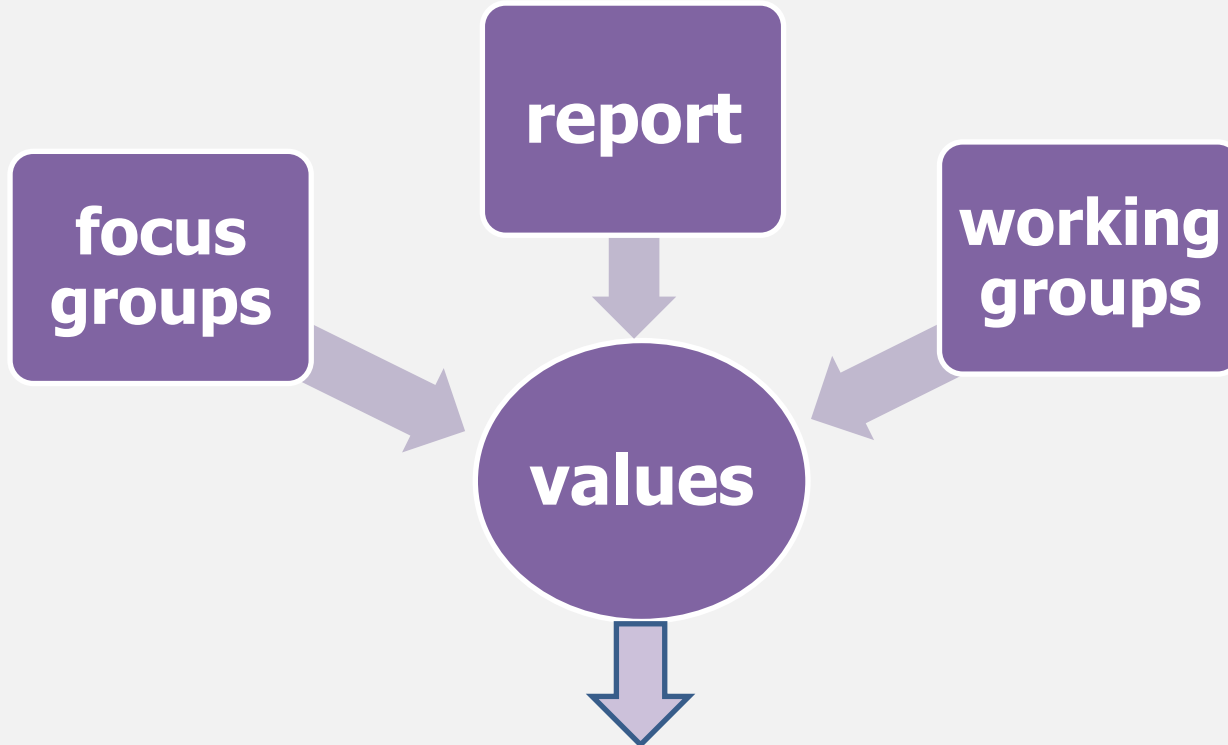
Diploma of Diversional Therapy; Cert IV Leisure and Health

our approach

Appreciative Inquiry

- Focus and build on what is working well
- Context, collaboration and commitment

our process...



**relationship-focused approach using the senses-
framework***



Whatever position you take within Arcare, first and foremost you are there to connect with others through building relationships - your particular role and task is secondary to this.

first initiative – staffing model

Dedicated Staff Assignment:

- Staff commit to work at least three shifts per week
- Staff work with the same residents every time they come to work

trial

Implemented:

June 2013 into a 38-bed dementia specific residential community.

Research period:

Post-implementation: June 2013–31 May 2014 (12 months)

Pre-implementation: June 2012–31 May 2013 (12 months)

key outcomes

- 48.7% reduction in the total amount of different AM and PM care staff.
- 82% reduction in the total amount of different care staff providing personal care to a single resident in both the AM and PM shifts combined.

“No one wants every Tom, Dick and Harry mucking around with them. You get in a relationship with one or two and that becomes normal, after a few months it becomes the norm.”

(Resident: FGP-5)

key outcomes

- 90% reduction in pressure injuries
- 25% reduction in skin tears
- 12.9% reduction in falls
- 69% reduction in respiratory tract infections
- Average weight increased by 2.92kgs

Castle (2011), investigated care outcomes for 3, 939 nursing homes in the USA. Care outcomes were significantly improved in nursing homes using consistent staff assignment at the level of 85% or more ($p < .01$).

Words from the nurses...

“Joan has very fragile skin and always had chronic skin tears, corns, ect. She has a very detailed skin tear protocol and her dedicated staff are carrying them out brilliantly.”

key outcomes

- 26% increase in incident reports
- 51.5% reduction in the use of PRN psychotropic medication

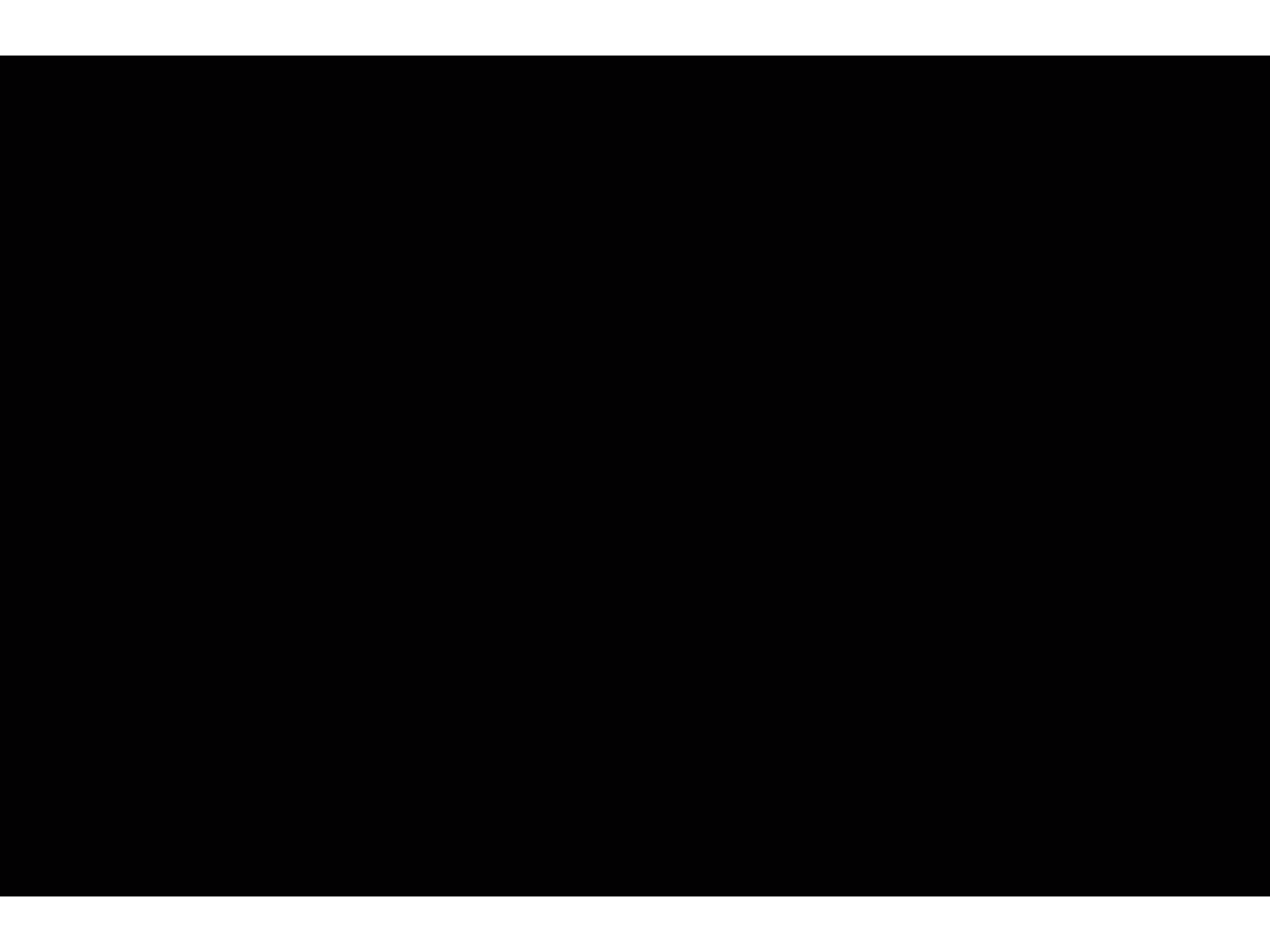
“I’ve been here four years now, well it might be five, I’m getting old and losing track, but I find that I wouldn’t go back to when I first started here without Sally (dedicated carer). I don’t trust everyone with - you know - my condition. I used to have very bad panic attacks, now I don’t have them.”

(Resident: FGP 2)

key outcomes

ADQ:	Hope	Recognition of Personhood
Carers –	12.2% increase	4.38% increase
Nurses –	16.8% increase	5.3% increase

“A resident in my section stays cool normally. But sometimes I noticed, he feels very depressed and even angry and frustrated because of his inability to change the circumstances...He often feels used up and neglected by his family...I saw his family only once. He was so happy on that evening. He walked them around the facility like someone showing his new house to visitors. Then he specially brought them to me and introduced them to me. He introduced me to his family saying “This is my friend”! He didn’t mentioned me as a staff, a worker or a carer.” (care staff)



key outcomes

- 27.5% reduction in sick leave
- 50.2% reduction in staff turnover
- Nil work cover claims – 4 throughout entire site
- 100% care and nursing staff satisfied working under a dedicated staffing model
- 19.8% increase in overall job satisfaction for care staff
- 30% increase in overall job satisfaction for nursing staff

Castle (2013), looked at data from 3,941 nursing homes in the USA and found that consistent assignment was significantly associated with both lower turnover and lower absenteeism.



Research indicates that for staff, their relationships with residents is the primary source of satisfaction with their job.

(Ball et al, 2009; Gittell et al, 2008)

key outcomes

FASRIT:

Carers – 14.2% increase

Nurses – 16.5% increase

“For the first time in two years I can sleep in because I know exactly who is with Irene and I trust them.”

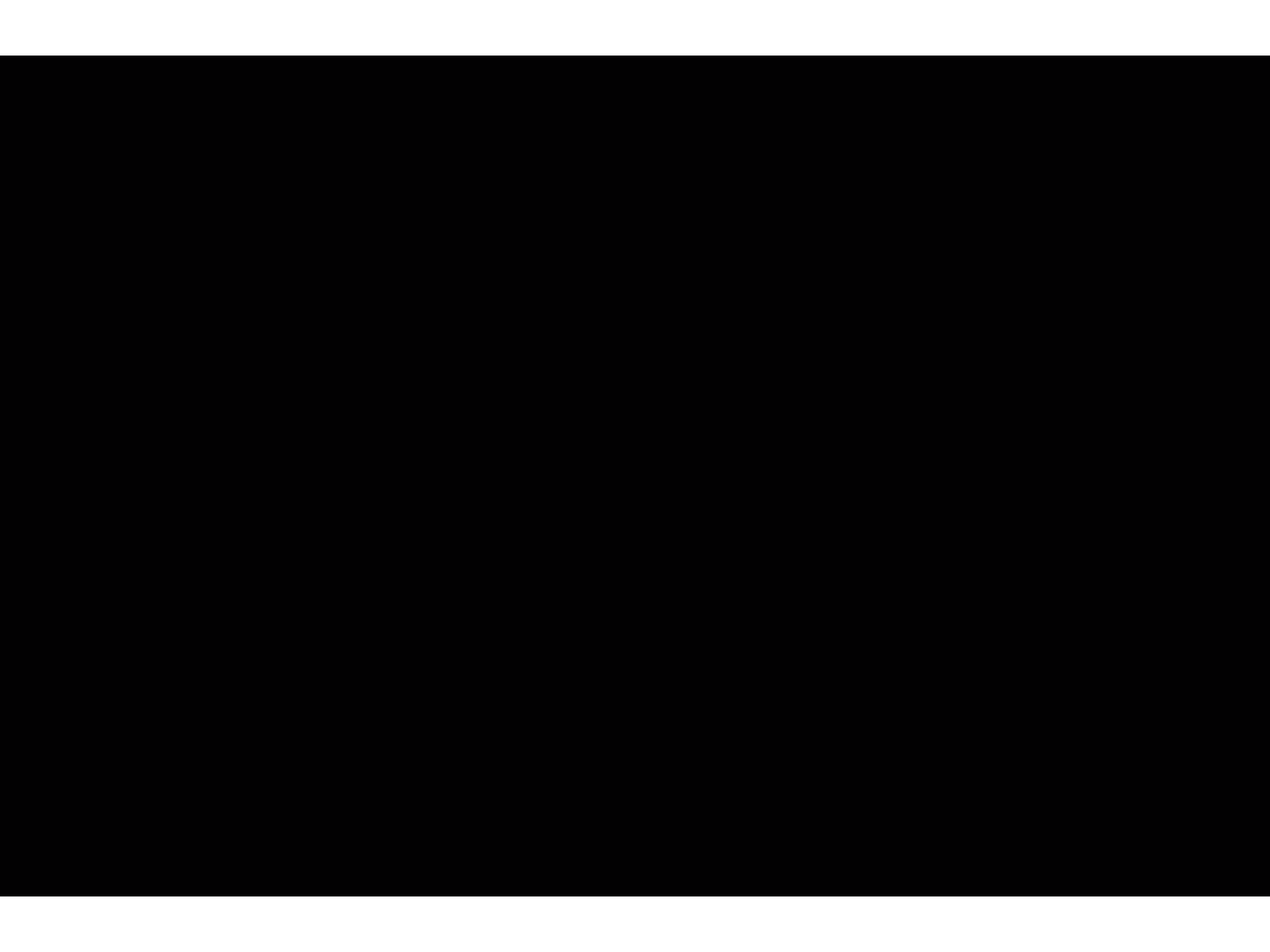
(Family:CF)

key outcomes

- 100% reduction in complaints
- 44.5% increase in compliments

“The dedicated staff know mum so well, they know all of the little things – they are like her family. When I can’t be there for her, I feel completely sure that she is in loving and safe hands – in the hands of people who know her well – they especially know the little things that make her feel happy.” (Family: PI-1-Post)

“It is obvious to me that staff don’t know about mum. I even left messages on a whiteboard but still things don’t get done.” (Family: PI-1-pre)





consumer directed care...

Autonomy

Independence

Choice

consumer directed care...

“Choice for people with dementia will only be possible if the staff understand the needs of someone with dementia and how to support them to continue to make decisions about their lives.”

IT TAKES A COMMUNITY

SHORT STORIES



CDC in residential aged care

Autonomy
Relational Autonomy

Independence
Interdependence

Choice
Relationship focus Vs Deficit focus



Thank you