Dignity in Care in the Heart, Mind and Actions :

DIGNITY AND DEMENTIA

Zero tolerance to all form of abuse : Improving the journey of consumers and their care givers in the acute and community care setting

Dr Faizal Ibrahim – Geriatrician CALHN and Port Lincoln Geriatric Services
Co-lead for the CALHN DCHP and CALHN Caring for Cognitive Impairment Campaign
Clinical Associate SBRT HammondCare
Chair of Consumer Alliance Alzheimer’s Australia SA
Helping Australians with dementia, and their carers

Closing the communication gap

MoMaBi on Flickr May 27 2009
1. Zero tolerance of all forms of abuse.
2. Support people with the same respect you would want for yourself or a member of your family.
3. Treat each person as an individual by offering personalised service.
4. Enable people to maintain the maximum possible level of independence, choice and control.
5. Listen and support people to express their needs and wants.
6. Respect people’s privacy.
7. Ensure people feel able to complain without fear of retribution.
8. Engage with family members and carers as care partners.
9. Assist people to maintain confidence and a positive self-esteem.
10. Act to alleviate people’s loneliness and isolation.
Dementia - a world wide epidemic

- More than 35,000,000 people living with dementia  
  *(World Health Organization and Alzheimer’s Disease International)*
- 311,000 Australians currently living with dementia
- Anticipated 550,000 Australians will have dementia by 2030  
  *(Australian Commission on Safety and Quality and Health Care 2014)*
- Dementia impacts not only on the person, the family, carers, but on the countries health, social, financial and legal systems
Caring for persons with dementia in hospital

Why is it so difficult?
Now, what did I come in here for?
100 year old
CALD
Alzheimer’s disease
BPSD
ED admissions
Reasons for resistiveness to hygiene:
Restraints: Formal and Informal

- **Formal**
  - Mittens
  - Wrist/Ankle Soft Restraints
  - 4-point “Leathers”
  - Full Side Rails
  - Posey Vests

- **Informal**
  - IV Lines
  - O2 nasal canulas
  - NG tubes to suction or for feeds
  - Pulse oximetry
  - SCDs
  - Foley catheters
To view the segment please go to:
http://www.abc.net.au/lateline/content/2012/s3569736.htm
and the interview that followed with Minister Butler can be viewed here:
http://www.abc.net.au/lateline/content/2012/s3569739.htm
IF “Plan A” Didn’t Work. 
The alphabet has 25 more letters! 
Stay Cool.
GETFIT OR GETFAT?
NON RESTARE FERMO! STAI IN FORMA CON GETFIT!

getfit.it

GETFIT OR GETFAT?
NON RESTARE FERMO! STAI IN FORMA CON GETFIT!

getfit.it
Champions for Dignity in Care

Website: www.dignityincare.com.au

Stories

'Beautiful People' - Louise Heuzenroeder

'Dignity in Care Coordinator for CALHN' - David Coles

'Dignity Stories' - Gina Murphy

'My story' - Dr Faizal Ibrahim

'Our Dementia Rollercoaster Ride' - Brett Partington

'Ralph Potter's Story with Younger Onset Dementia' - Jenny Potter
Dignity in Care Champions

Dignity Champion .1

Dignity Champion .2
Australian clinical practice guidelines for dementia

The National Health and Medical Research Council (NHMRC) Partnership Centre for Dealing with Cognitive and Related Functional Decline in Older People developed the Australian clinical practice guidelines for dementia. Guideline published in 2016.

PRINCIPLES OF CARE

- Principles for providing effective care > Dignity in Care

These Guidelines are underpinned by the 10 Principles of Dignity in Care. People with dementia and their carers and family should expect treatment that is provided according to these principles.
The Queen Elizabeth Hospital, Adelaide – view from Bazel Hetzel Research Institute
DIGNITY IN CARE MATTERS, EVERYONE MATTERS
The gardens around the Geriatric Evaluation and Management (GEM Unit) at the Queen Elizabeth Hospital incorporate the biophilia principles. Its existence is because of the visionary foresight by our state health department and this investment allows us to meet the care needs of many frail older people, including many with dementia. Biophilia literally means the Love of Living Things.

This is currently the only public hospital GEM unit in South Australia with this 'gold standard' built environment. South Australia must aim to provide exemplary care for older people by preserving existing units of excellence and ensuring all future builds incorporate similar principles, allowing us as a state to be global leaders in healthcare for older people.

Our gardens help our patients heal. Architectural research suggests that such environments calm, reduce stress, encourage mobility and well-being. We know that medication in older people may have side effects that harm but our healing environment reduces the need for the use of medications to calm and reduce anxiety.

The garden below is referred to as the journey garden. It contributes to the rehabilitation of frail older people. The garden has many surfaces commonly found in the home and our physiotherapists use these gardens to help our patients prepare for their return home. Our unit provides opportunity for our patients to mobilize and this helps them recover their independence and return to home sooner.

This is the lovely view that some of our patients with dementia experience when they are admitted to this unit with an illness. The view helps them feel calm and less anxious. The light through the window helps them recognize 'day and night'. Families have the opportunity to spend quality time with patients and when the weather permits, walks are possible. Sometimes, it is pleasant to sit in the benches or under the verandah and enjoy the fresh air and view.

There is a backyard garden which is designed as a walking space replicating a typical South Australian backyard with comfortable seating. This provides some familiarity for patients with and without dementia. Thought has gone into the trees planted to ensure that they are not only low maintenance but provide for familiar fragrances. Birds and insects add to the liveliness. A bus stop has been added as a therapeutic strategy.

The sunken garden offers a welcoming environment for patients and families. It provides also for public crossing to the ambulatory programs nearby and creates a lively environment for our patients to engage in or observe from the large windows. The centre of this garden is sunken to reinforce seclusion and provide a safe enclosure. It is also symbolic of family groupings and new birth using circular paths.

The internal of the ward incorporates all standard infrastructure requirements of a 'state of the art' GEM Unit. After all, our older patients deserve the best care they can access.

The day areas and therapy spaces are necessary to help our patients regain their independence. The ward environment is bright with plenty of natural lighting. The corridors are wide and we strive to ensure that they are free of clutter.

The day room has received wonderful support from the West Lakes Lion’s Club. It provides a wonderful space for patients and family to gather. The choice of decor complements the lovely garden setting and offers a welcoming environment for patients with dementia who wander.

The Friends, the hospital volunteer group, have invested in vital equipment for our patients. We have access to beds that can be lowered to the 'floor level'. These beds are used to reduce the risk of injury from falls for some of our patients.

There are physical and occupational therapy areas that provide for important restorative and rehabilitative care for our patients who are frail. This vital therapy opportunities allow them to recover their independence in the shortest time possible. It also allows our therapist assess patients to determine their care needs for their return home.

Our health staff have access to an interview room where private discussions with families can occur free of disturbance. Our staff also have access to meeting rooms and office spaces allowing them to perform their clinical duties efficiently within close proximity to the patient area.

The GEM Unit at the Queen Elizabeth Hospital provides education and training for our next generation of healthcare professional. We have students from all clinical disciplines (medicine, nursing, allied health and pharmacy) learning about care for older people within this environmentally attractive unit. Such training environment allows us to attract and retain the most skilled staff thus ensuring our consumers receive best care.

The GEM Unit is involved in research and has been successful in securing nationally competitive grants to develop new solutions that will benefit consumers and staff into the future.
The new Royal Adelaide Hospital:

Currently under construction, the 10 hectare site is set among the parklands at the west end of Adelaide’s CBD. On completion in 2016, it will be the largest, most technologically advanced hospital in South Australia and one of the most advanced in Australia, employing close to 6,000 people and accommodating 85,000 inpatients per year.
Equality and diversity objectives 2012/13

1. Better health outcomes for all

University Hospitals Birmingham NHS Foundation Trust (UHB) aims introduce a system and process for collecting data from all patients relating to the protected characteristics and to ensure this data is routinely used for service planning, delivery and evaluation; with an early emphasis on improved communication methods that respond to the particular needs of service users.

2. Improved patient access and experience

UHB's trust lead all hospital trust in England with patient satisfaction and with care staff"
Visiting Dignity in Care Team
at QE University Hospitals Birmingham
Dignity in Care

Read Sir Michael Parkinson's report My Year as National Dignity Ambassador.

The Dignity Campaign aims to put dignity at the heart of care services. Find out how you can make a difference and become a Dignity Champion.
**Looking Forward**

Dignity in Care themes 2009/2010

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Any enquiries please contact the Dignity in Care Team:

- Margaret Harries Ext: 53150
- Louise Denner Ext: 53489
- Sue Atkins Ext: 53150
- Juliet Miller Ext: 3859/53150
- Carolyn Bates Ext: 6334
- Lisa Magill Ext: 3484

**Dignity in Care**

Dignity in Care at UHB

Delivering the best in care
Patients Group Activities at University Hospitals Birmingham
Robotic Translator service at QE Birmingham

My Life Story - Reminiscence
We know her as a cook, restaurateur and author but before her culinary career took off SA’s Maggie Beer had wanted to become a nurse.

Last week the food whiz joined forces with The Queen Elizabeth Hospital (QEH) to become the patron of the Dignity in Care program, which will include staff training in areas including mental health, dementia care, nutrition and palliative care.

QEH general manager Linda South said the program was about “treating patients as we’d like to see our own family members treated if they were in similar circumstances.”

Ms Beer, who was a nursing student at Concord Repatriation General Hospital in Sydney, said: “Treating someone with dignity can be as simple as asking what they would like to eat for lunch.”
Video Message from Patron of Dignity in Care Australia. 4
10 Dignity in Care Principles

Dignity in Care matters at The Queen Elizabeth Hospital

1. Zero tolerance of all forms of abuse.
2. Support people with the same respect you would want for yourself or a member of your family.
3. Treat each person as an individual by offering personalised service.
4. Enable people to maintain the maximum possible level of independence, choice and control.
5. Listen and support people to express their needs and wants.
6. Respect people’s privacy.
7. Ensure people feel able to complain without fear of retribution.
8. Engage with family members and carers as care partners.
9. Assist people to maintain confidence and a positive self-esteem.
10. Act to alleviate people’s loneliness and isolation.
Have a zero tolerance of all forms of abuse
### DIGNITY IN CARE

#### THEMES 2011 – 2012

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*Christmas Break*

### DIGNITY IN CARE

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Dignity in Care in Dementia: ABCD Approach in Managing Challenging Behavior

Dignity in Care Program – September

Dementia and Delirium Management

The focus of these events will be on a dignified and patient-centered approach when caring for those with dementia and delirium.

Dementia in the largest cause of disability in older Australians (age 65 years and older) and currently afflicts around 240,000 people in Australia. By the middle of the century, there will be over 1.2 million Australians with Dementia. (Access Communique, 2005)

To support this theme, the following information sessions will be held during September:

Dignity in Care in Spiritual Care

The theme for the Dignity in Care Program in June 2012 is:

Dignity in Care in Spirituality

Please find below details on information session which will be held this month. All are welcome to attend.

Session 1

Topic: Dignity in Care in Spirituality

Speaker: Dr John Bonifant
Senior Staff Specialist Palliative Care, TQEH

Venue: Level 5, Clinical Education, Training Room 1

Date: Thursday, June 14th 2012

Time: 2 to 3 pm
Knowledge must come through action; you can have no test which is not fanciful, save by trial. Sophocles, Trachinia, Greek tragic dramatist (496 BC–406 BC)

Index

3 Assessment and Care Planning
4 Clinical Interventions
5 Comfort and Support
6 Communication
7 Continence and Elimination
8 Cultural Sensitivity
9 Discharge Planning
10 Documentation and Record Keeping
11 Mobility
12 Nutrition and Hydration
13 Personal Oral Hygiene
14 Safety and Risk Assessment
Volunteering: the Key to an Active & Happy Life

Nov 25, 2011

At almost 92, Eta Malinauskas believes age is just a number.

With a beaming smile, warmth and charm to spare, Eta believes “age shouldn’t stop you from being active and productive.

“You can always do things and being involved does broaden your thinking,”

Eta speaks with some authority on the subject. For almost 30 years she has graced the corridors and wards of The Queen Elizabeth Hospital (TQEH) as a much loved and much needed volunteer.

This special group of volunteers called the Friends of The Queen Elizabeth Hospital (TQEH) has been in operation since 1959 working tirelessly serving the needs of the hospital’s many in-patients.

“For me it is like coming home - the hospital is like my second home,” she says.

“I have made so many friends here volunteering all these years – we have a lot of fun.”

West Lakes Lions Club Vice President Hellen Riley presents the donation to Rose Pallaro from TQEH & THRFB CEO Paul Flynn.
Since 2010 in Adelaide, South Australia
Since 2012 in Port Lincoln, regional South Australia

Mindful of Dementia Day

- Level 2 staff cafe
- GEM Unit day room and garden

Presented by The Queen Elizabeth Hospital with Alzheimer’s Australia SA
Free admission – Public welcome

Learn more about dementia care and support
- Talks by national dementia experts
- Information stands
- Lunch and entertainment

Please RSVP for catering purposes by Monday, 6 September to Sue on phone 8372 2100
ACTIVITIES ON THE MOD DAY
Central Adelaide Local Health Network
Dignity in Care

Transition Care Program

Dignity in Care network

An Australian Government Initiative
Dementia Behaviour Management Advisory Services SA

Improving the journey of people in Hospitals and Community

Dignity in Care Working Party

SA Health
Dementia in Prison

Fight Dementia Campaign
Creating a Dementia Friendly South Australia
South Australia Election 2014
CALHN DIGNITY IN CARE PROUDLY PRESENTS:

KEEP THE HEART IN DIGNITY CONFERENCE

2nd Dignity in Care Conference
Friday 14th February 2014

OUR CORPORATE PARTNERS

Southern CrossCare
Fight Save Alzheimer's Australia
the hospital research foundation
ECH
Dementia Behaviour Management Advisory Service SA

Central Adelaide Local Health Network
Committing to care

Dignity in Care
10 Dignity in Care Principles

Dignity in Care matters to us.

1. Zero tolerance of all forms of abuse
2. Support people with the same respect you would want for yourself or a member of your family.
3. Treat each person as an individual to offer personalized service.
4. Enable people to maintain the maximum possible level of independence, choice and control.
5. Listen and support people to express their needs and wants.
6. Respect people’s privacy.
7. Ensure people feel able to complain without fear of retribution.
8. Engage with family members and carers as care partners.
9. Assist people to maintain confidence and a positive self-esteem.
10. Act to alleviate people’s loneliness and isolation.

Seasiders

Assisting people to achieve and maintain their optimal level of independence.

Our Principles of care

1. Deliver wellness programs with patience, respect and dignity.
2. Enhance independence and encourage socialisation.
3. Treat everyone as an individual.
4. Listen and encourage the expression of needs and wants.
5. Remember that individuals come before tasks.
6. Communicate sensitively to support meaningful interactions.
7. Engage with carers as a care partner.
8. Respect everyone’s right to privacy.
9. Listen to complaints or concerns and ensure there is no fear of retribution.
10. Encourage choices and maintain confidence.

SA Health
Dignity in Care Champions in Port Lincoln
Launch of the Highgate Park ‘Dignity in Care’ Program
Please visit Dignity in Care SA Health webpage
Dignity Australia Action Group
Australian clinical practice guidelines for dementia

The National Health and Medical Research Council (NHMRC) Partnership Centre for Dealing with Cognitive and Related Functional Decline in Older People developed the Australian clinical practice guidelines for dementia. Guideline published in 2016.

PRINCIPLES OF CARE

➢ Principles for providing effective care ➢ Dignity in Care

These Guidelines are underpinned by the 10 Principles of Dignity in Care. People with dementia and their carers and family should expect treatment that is provided according to these principles.
National Roll-out and Evaluation

Partners
- Central Adelaide Health Network
- Canberra Hospital and Health Care
- Charles Gairdner Hospital
- Royal Hobart Hospital

National Evaluator
- Deakin University

National Stakeholders Group
- National Advisory Team
- NCSQHC
- Consumers
- Partner Hospitals
- Deakin University
• Introduce yourself
• Make sure you have eye contact at all times
• Remain calm and talk in a matter of fact way
• Keep sentences short and simple
• Focus on one instruction at a time
• Involve carers
• Give time for responses
• Repeat yourself… don’t assume you have been understood
• Do not give too many choices
TRAINING AND EDUCATION

- Master Classes
- Train the Trainer Model
- At the bedside
- Clinical and Non clinical staff

SA Health
Change in the rate of combined risk of Hospital-acquired Complications

Single Site Data

- the intervention group who screened positive for CI were 19.6% less likely to have one of the four complications compared to the screen positive baseline group (p-value = 0.01, risk ratio .804 [95%:CI: 0.672;0.960]).
Australian Commission on Safety and Quality in Health Care

- National campaign launched January 2016
- Official CALHN launched May 2016
- Version 2 of the National Standards is due to be released mid 2017
- Accreditation to Vs 2 of the NHQHS is planned for 2018/19
What is the Care for Cognitive Impairment Campaign

- It is about improving our knowledge and care practices
- Providing better outcomes for our patients and their families, our staff and our hospitals
- Reducing the risk of harm while in our hospitals
- Visit: http://cognitivecare.gov.au
Central Adelaide Local Health Network

The Central Adelaide Local Health Network (CALHN) is focusing its Caring for Cognitive Impairment commitment as an early adopter in two acute care sites:

- The Royal Adelaide Hospital, a 650 bed tertiary referral centre and teaching hospital of the Universities of Adelaide and South Australia; and
- The Queen Elizabeth Hospital, a 342 bed acute care teaching hospital.

Our initiatives

Our initiative will build on our proud track record in delivering the Dignity in Care Program, which has been supported by CALHN’s CEO, Executives Team and Directorates and delivered in partnerships with many groups including, including CALHN Dementia Care group, CALHN Dignity in Care, CALHN Consumer Groups, and CALHN partners in education – Alzheimer’s Australia SA, Dementia Training and Study Centre SA & NT and Dementia Behaviour Advisory Service SA.
To look forward in 2017

Louise – DiC.6

SA Health
Save the Date: November 2017 in Adelaide
Caring for Cognitive Impairment:
The Road to Dignity

DIGNITY
IN CARE
Australia

A Dignified Food & Care Revolution

Eat. Play. Love.