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# South Australia Dementia Behaviour Management Advisory Services



## **Improving Management of Behavioural and Psychological Symptoms of Dementia through Person Centred Training**

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Helping Australians with dementia, and their carers



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Alzheimer's  
Australia SA  
Living with dementia

# Our purpose

- To change staff's care attitude and practices using a person centered approach
- To increase the capacity of staff to reduce the effects of Behavioural and psychological symptoms of dementia & improve clinical outcomes for our clients



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# Who were involved?

- 22 Residential care facilities in South Australia
- Staff involved with the care of the resident



# Training Content

- **An overview of dementia**
- **Person-centred care approach**

Dementia = Personality + Biography + Physical Health + Neurological  
Impairment + Social Psychology (Kitwood 1997)

- **Problem-solving by the staff**



## Case example: Mr P

- Was referred for aggressive behaviour
- Staff recognised needs were not being met
- Staff were given the opportunity to debrief but were then asked to think of him from a positive perspective
- Staff suggested creative and innovative strategies with encouragement and direction from the trainer



# Methods of Evaluation

- Evaluation form
- Qualitative feedback
- Behaviour scores

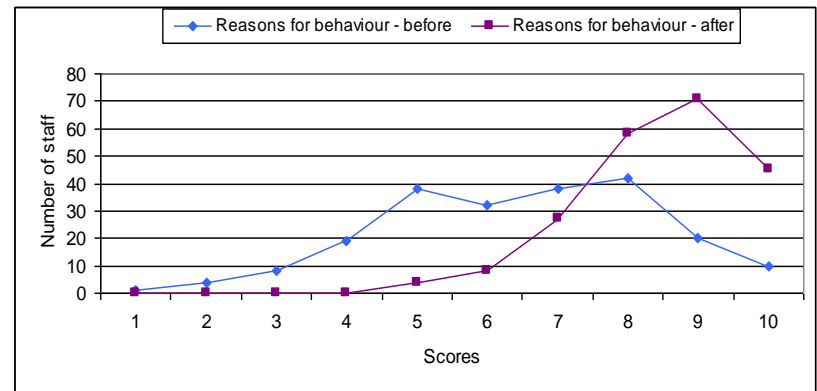
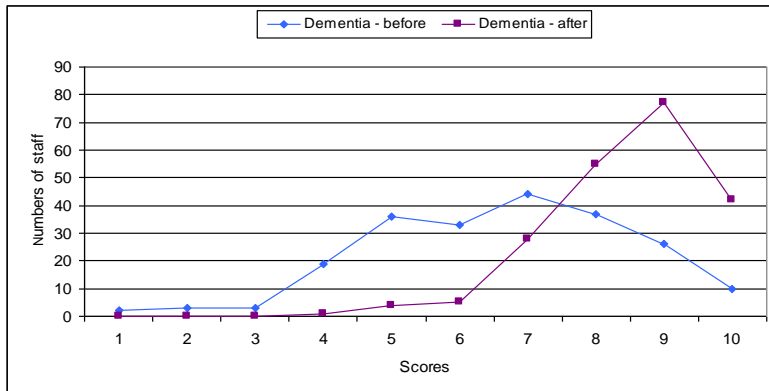


# Evaluation Form...

		1=low	2	3	4	5	6	7	8	9	10 = high
<b>Dementia</b>	Before	1	2	3	4	5	6	7	8	9	10
	After	1	2	3	4	5	6	7	8	9	10
<b>Reasons for behaviours in people with dementia</b>	Before	1	2	3	4	5	6	7	8	9	10
	After	1	2	3	4	5	6	7	8	9	10
<b>How to respond to a person with dementia in a way that will minimise behaviour</b>	Before	1	2	3	4	5	6	7	8	9	10
	After	1	2	3	4	5	6	7	8	9	10
<b>Your confidence when faced with changed behaviour in a person with dementia</b>	Before	1	2	3	4	5	6	7	8	9	10
	After	1	2	3	4	5	6	7	8	9	10

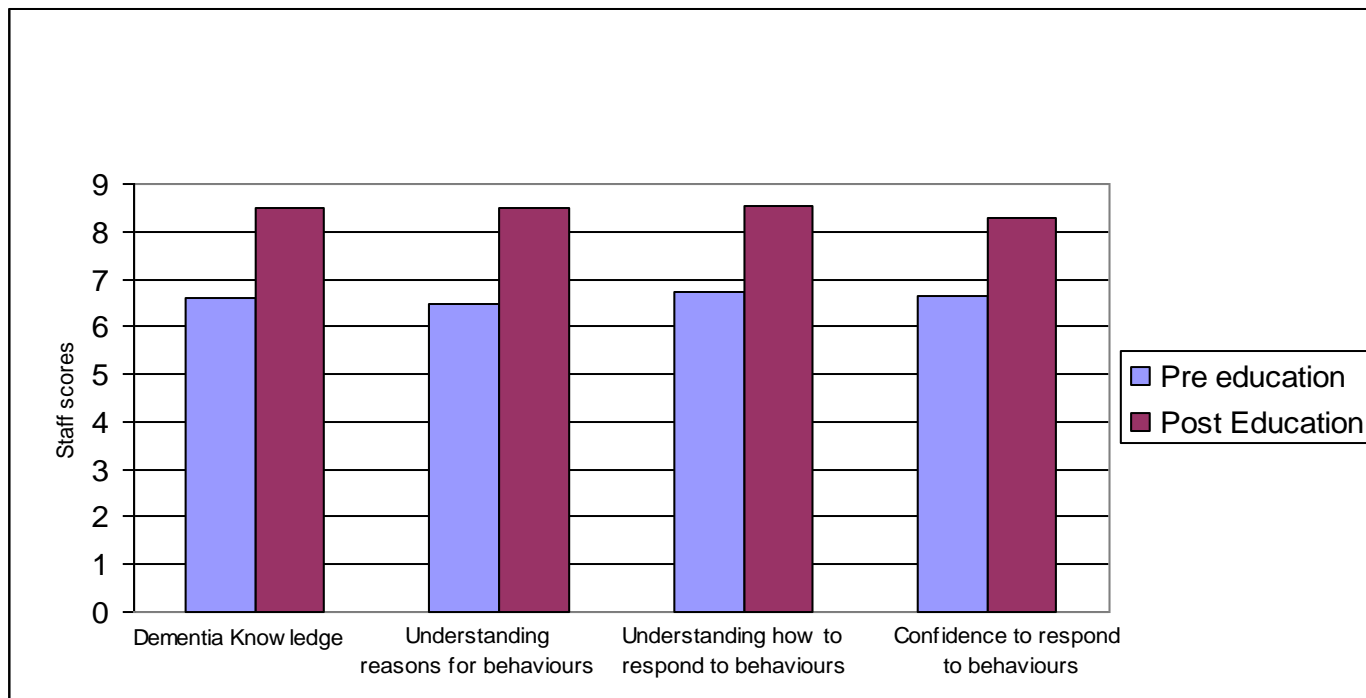


# Graphs demonstrating movement of individual raw scores





# Graph demonstrating average changes to staff's knowledge and understanding pre and post education





## Staff comments

*Thank you for giving me ideas for questions to ask families about our resident's personal Life history and also for all hints to do for resident's behaviours.*

*This session was most informative and helpful in helping me to understand dementia ....giving me an understanding on how best to help the resident.*



*Really made me stop and think re: reasons why?  
I feel more informed*

*Good round table discussion, I feel more confident*

*There never is enough time, ..... has given me some more information to use in tricky situations*

**Staff comments**



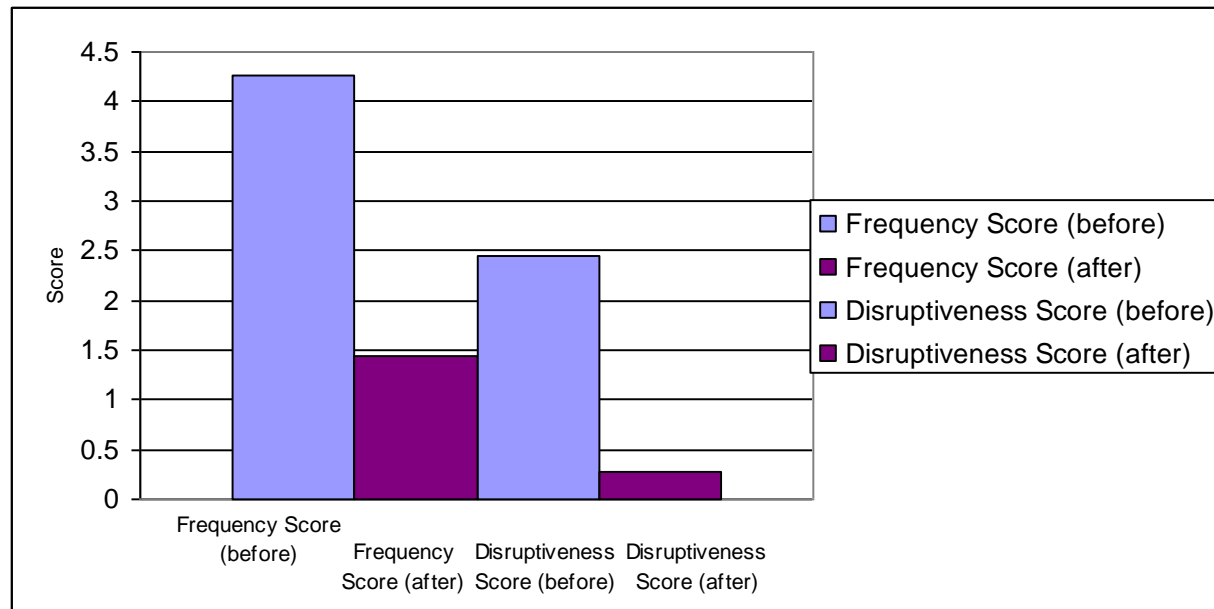
## DBMAS consultants' observations...

“Increasing knowledge of the person’s background and personality has changed staff attitudes which was evident by the comments they made over the course of the session”

“ .. looking at behaviours and problem solving definitely challenged and changed staff’s opinions of the resident’s behaviours from looking at it as something negative to realising they’re expressing unmet needs”



# Graph demonstrating change in frequency and disruptiveness in BPSD before and after interventions





## Discussion

- The training intervention was used in conjunction with other interventions.
- The effectiveness of the program was limited to care facilities who referred clients to DBMAS and who were open to training.
- We have not measured whether the training had preventative effects.



# The future - what next?

- Use the recently developed Person-centred Care Assessment Tool, P-CAT (La Trobe University, 2010) on staff pre and post training.
- Flexible training options.



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## The Team



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