



Planning dementia care through case conferencing

Transcript

Lynn Chenoweth: Providing person-centred care (short version)

Residential care facility managers and executive can really help their middle managers, their clinical lead managers and their staff to actually focus on the person by nurturing personhood.

What we try to do is to focus on the individual so looking at everything from the point of view of that person but also making sure that their care planning and the care approaches focus on the individual and particular needs of each person and the way that staff can do that is to see the persons world from their perspective, treat the persons behaviour as a form of communication and respond empathetically to the persons feelings and not their behaviour in the care that is provided.

There are a number of system wide obstacles that are in place that might actually prevent staff from being person-centred in their approach. If we have a work culture which prioritise system operations and efficiencies and productivity over the needs of the individuals being cared for, then we have a system which is not able to provide a person-centred approach. Rather than everything being driven from the top down, let's work with the staff and the families and the residents from the ground up.

If we have person-centred care training occurring occasionally or not at all, then the staff focus on things like knowing how to transfer people, how to prevent them falling, things like that which are very important but they're not really the essence of a person-centred care model. We need to have staff focusing on how to communicate empathetically with the person in everything that occurs.

We need to teach staff how to form personal relationships with the individual and their family, help people maintain their strengths and abilities, help the person to feel as if they are part of the organisation, that they are included, that their needs are being met and that they feel as if their personhood needs have been respected.

So there are a number of things that can be done in a very practical way across the whole system to support a person-centred approach.

This is a transcript of Lynn Chenoweth Providing person-centred care (short) video. To view the video visit www.caresearch.com.au/DementiaCare