How do you implement dementia friendly physical & social environments in residential aged care facilities?

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Encouraging Best Practice in Residential Aged Care Program

- funded by the Australian Government Department of Health and Ageing;
- aims to improve the level of clinical care for residents in aged care homes;
- supports the uptake of existing evidence-based guidelines by funding organisations to translate the best available evidence into easy approaches for staff to use in their everyday practice;
- focus of the program is to implement cost-effective and sustainable strategies for evidence-based care for residents, using existing knowledge and tools.
Addressing Behaviours of Concern in the Bush (ABCB)

- Implementing evidence-based best practice in addressing behaviours of concern based on the creation of dementia friendly physical and social environments

- Evidence: ‘Guide to Creating Dementia Friendly Physical & Social Environments in Residential and Respite Settings’ (Vic DoH) & Alzheimer’s Australia Quality Dementia Care documents

- Consortium of 10 residential aged care facilities in seven rural locations in northwest Victoria, Primary Care Partnership, Registered Training Organisation - Monash University Lead Organisation;

- 24 months (Dec 2008 - Dec 2010);
“...a cohesive system of support that recognises the experiences of the person with dementia and best provides assistance for the person to remain engaged in everyday life in a meaningful way”

Key features of activities

- Funded 0.2 EFT Best Practice Champion appointed from RACF staff to support change in practice within organisation /Non-funded assistant champions
- Specialised training for Best Practice Champion & assistant champions
- 2 days face to face training across different consortium RACF locations to enhance learning experience & networking opportunities
- On-site support to staff/Champions by Best Practice Manager
- E-learning resource to support ongoing staff learning & as resource for organisation in sustaining education to new staff
- Micro-training embedded in work routines to sustain process of ongoing learning & support translation of knowledge into practice
- Minor environmental modifications to demonstrate ways in which RACFs can maximise maintenance funds to continually improve physical features & to illustrate how the built environment can support staff to address behaviours of concern
Creating dementia friendly environments

Leadership

Philosophy

Organisation/management support

Skilled staff

Physical environment
Leadership

- Involvement of Board of Management/Decision-makers
- Senior management support - clearly demonstrated
- Best Practice Champion to “drive” & “support” change (.2 EFT)

How about a veggie garden over there?

Mrs Jones picked the peach colour for her room

Shouldn’t that door be disguised instead of locked?
Organisation/management support

- Risk management plan for change period
- Link to quality improvement
- Senior management/BOM understand dementia friendly principles
- Involve management in workshops to facilitate change
- Ensure policy supports person-centred approach
# Philosophy

## ENRICHED MODEL OF THE PERSON

- Neurological impairment
- Personality
- Life Story
- Physical Health
- Social Environment
- Physical & Sensory Environment

## PERSON-CENTRED CARE

<table>
<thead>
<tr>
<th>V</th>
<th>The absolute value of all human beings regardless of age or disability</th>
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<tr>
<td>I</td>
<td>An individualised approach, recognising uniqueness</td>
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<td>P</td>
<td>From the perspective of the person</td>
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<td>A social environment that supports psychological needs</td>
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(Dawn Brooker, 2002)
Skilled Staff

WHAT IS NEEDED

- Educating critical mass essential
- Framework that facilitates knowledge readily to practice
- Maximise the likelihood of reinforcing the new understanding, perceptions & knowledge gained through education

HOW CAN THIS BE ACHIEVED

- In-house education / different learning options
- Training should involve reflective problem solving & application of learning to specific cases
- supported by daily exposure to brief, focussed micro-trainings
- Embed in organisational framework
ABCB education

Two days face to face training

**E-Learning**
- Repetition sustains effect of face-to-face training
- Mentor and resident speak to learner- Narrative of resident
- 20 topics
- Complete tasks in own time at home or work
- Trialling as small group in-house training
- Printable output
- To be used for induction post project

**Micro-training**
- 1 minute input +2 mins discussion
- Daily/weekly contact with one message - 20 topics
- Embed in routines of organisation eg. handover
- Consistent content
- Ease of delivery - press PLAY
- Linked to Aged Care Standards to demonstrate relevance
Physical Environment

**ENVIRONMENTAL AUDIT TOOL**
- Safe and secure
- Smaller size
- Be simple & have good 'visual access'
- Reduce unwanted stimulation
- Highlight important stimuli
- Provide for walking
- Be familiar
- Provide opportunities for privacy and community
- Provide links to the community
- Be domestic

**COMMON ISSUES**
- Inadequate lighting
- Poor cueing / orientation
- Signage / 'institutional' & inadequate
- Inadequate walking pathways
- Lack of opportunities for spontaneous activities
- Poor or inappropriate use of colour contrast
- Inappropriate furniture arrangement
- 'Nursing Station'
- "Cherry picking" resulting in mixed messages
Challenges to Implementation

- “We already do that” attitudes
- Poor flow of information to all levels of staff
- Inappropriate choice of champion
- Poor support for champion
- Lack of understanding at senior management level
- Lack of staff involvement in deciding on environmental modifications
- Lag time between face to face / e-learning and micro-training
Essentials for successful implementation

- Enthusiasm!
- Accessible education for maximum number of staff
- Involvement of all levels of staff in education
- Build in repetitive learning
- Embed micro-training into routines and education program
- “Champion” & assistant to drive implementation
- Key staff involved in process (eg NUM, quality staff)
- Early wins to illustrate benefits to staff
- Ensure staff see proposed changes as part of core business
- Involve staff in planning changes to physical environment