

# **The experience of people with dementia in care homes**

Lessons learnt from the CSCI  
thematic inspection

Dawn Brooker,  
Bradford Dementia Group, UK

## Overview

- Why its important to work with inspection & regulation
- Understanding SOFI – Short Observation Framework for Inspection
- Results from the Thematic Inspection using SOFI

# SOFI

## **S**hort **O**bservation **F**ramework for **I**nspection

- Developed by CSCI and Bradford Dementia Group 2006-2007
- 900 inspectors SOFI trained by 2008
- SOFI used as part of key inspections for services where significant number of residents with dementia

# Thematic Inspection of 100 Care Homes

***See me, not just the  
dementia:  
Understanding  
people's  
experiences  
of living in a care  
home  
June 2008***



## **My motivation in undertaking this work**

- Regulation and Inspection are important drivers for changing practice
- We all attend to things that we know we will be measured on
- Providers feeling that person centred practice was unnoticed
- Inspectors feeling that they were missing something important

## **Using observation to see things from the perspective of the person with dementia**

- Dementia Care Mapping (DCM) observation tool for practice development
- Short Observation Framework for Inspection (SOFI) observation tool for inspection and regulation

## **The SOFI tool**

- Sits in the context of the CSCI inspection process
- 2 hour continuous observation of 5 residents with dementia
- Communal areas
- Make recordings every 5 minutes
- Triangulated with evidence from the whole inspection process

## **SOFI provides**

- Training for inspectors in observation on positive and negative outcomes
- Structure to observations that should already have been occurring
- Direct experience of sitting alongside people for a couple of hours during a regular part of the day in a communal space within the care home
- Insight into their general state of well-being during this time
- Insight into staff interaction with residents during this time

## Questions for thematic inspection

- How am I treated by staff when they are assisting me?
- How do staff speak to me?
- Are my wishes respected and my views taken into account?
- Do staff regard me as a person with desires, hopes and expectations just like them?
- Do I have opportunities to relate to other people that are important to me?

## **Evidence for the thematic**

- Looked at last inspection report and gathered intelligence about the home
- Talked to residents and relatives
- Talked to direct care staff and managers
- Reviewed statement of purpose, privacy and dignity policy and staff training records
- Reviewed service user plans
- Observed practice and used SOFI

Inspectors observed 420 residents using SOFI for a period of 2 hours per home

- 200 hours of observation equating to 840 hours residents experience (10,080 timeframes)
- Typically over the lunch time period
- Typical resident observed was female 76-85 years of age, white British
- Chosen because they had a diagnosis of moderate to advanced dementia and were resident in a care home

## Over the lunch time....

The average resident:

- Positive mood state for 46% of time frames
- Passive mood state for 37%
- Negative mood state for 4%
- Withdrawn behaviour for 3%
- Asleep 10%

# “I like being active and involved”

Relationship between positive state of well being and high levels of engagement

Residents who do more and communicate with others experience a greater proportion of time in a positive mood state

## **SOFI interactions**

Interactions with staff occurred in 45%  
of the timeframes observed

Of these:

- 64% were positive
- 28% were neutral
- 8% were negative.

No interaction with staff in 55% of  
timeframes observed

If staff interact in a positive way with residents they spend a greater proportion of time in a positive mood state.

If staff only interact in a neutral or negative style with residents they will spend a greater proportion of time in a negative mood state

“One person was assisted to eat in a very caring and unhurried way. The staff member told the resident what was on each fork before she offered it to her. She also asked for regular feedback about whether she was enjoying it, whether she wanted more and if she would like a drink”

“Meals were placed in front of people with no explanation of what the meal was, and when staff were feeding people there was no choice given as to what they would like their next mouthful to be.”

# Staffing levels

“On the afternoon there was only one member of care staff on duty for up to 14 residents due to a member of staff not able to undertake their shift”

“Residents were seen becoming disorientated with their surroundings, asking the inspector *“Can you find someone to help me back to the lounge?”* and another resident was seen using a toilet, exposing themselves with no staff available to maintain this persons dignity”

# Staffing levels

“There were 17 residents with four staff members present and the staff were talking to the residents in a way that was both respectful and inclusive. They were getting down to the same level as the people they were caring for and making eye contact and if one of the residents weren't joining in the conversation they were drawn into it”

“We found there is a high level of staff and resident interaction, and the atmosphere at the home was positive, calm and relaxing. The residents and staff laugh together a lot and enjoy each other’s company.”

## Not so good...

One resident, who was eating off her knife had it removed altogether and was told that "*She was playing with it*".

Another resident said she wanted her Mum and the staff member replied "*She doesn't want you*" "

## Don't treat me like a child

“There were many examples (in this home) of staff treating residents with Dementia like children, E.g. they referred to aprons used to keep people clean during lunch openly as “bibs.” One member of staff was heard saying to a resident, “come on take this little tablet for me,” in a patronising manner.”



UNIVERSITY OF  
**BRADFORD**  
MAKING KNOWLEDGE WORK

**“Treat me like a friend”**

“As the next shift came on duty each staff member went from table to table to greet people and exchange a few words.”

# What staff qualities are important?

Strong relationship between positive state of well being, high levels of engagement with good staff training and attitude.

Staff trained in person centred care, who can demonstrate they understand person centred care principles, who engage positively with clients have residents who experience a greater proportion of time in a positive mood state and spent more time engaged with the world about them.

## Contrast 20 best homes with 20 poorest

- Small
- Well trained staff
- Individualised care plans known by direct care staff
- No vacant senior posts
- Large
- Poorly trained staff
- Care plans not relevant to day to day care
- Over half have vacant manager posts

**Thank you for listening!**

Dawn Brooker, Bradford Dementia Group,

Email [d.j.brooker@Bradford.ac.uk](mailto:d.j.brooker@Bradford.ac.uk)

Tel 01274 235726

Website [www.bradford.ac.uk/health/dementia](http://www.bradford.ac.uk/health/dementia)

