



Assisting Staff to Identify & Reduce Distress and improve well- being.

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Assisting Staff to Identify Reduce Distress

- At Barchester we are very passionate in ensuring all our employees are skilled in identifying and recognising distress.
- To assist with this we have introduced various methods in not only assisting staff but also ensuring those living with dementia are not labelled due to their behaviour and that person centred approaches are put in place when distress may be displayed



Specific Training that covers:

- Impacts of the Environment.
- Exploring Physical Health.
- Social Considerations. (Emotions and Feelings)
- Recognising signs of distress and ill being and how these may be displayed.
- Distress versus Communication.
- Importance of life story book (Getting to know me booklet and board game)
- Care planning.
- Tools to assist.

DECIDE Tool

- Recording tool developed by BARCHESTER
- Assessment and prevention of Distress
- **D** – Describe the Distress
- **E** - Explore and Empathise
- **C** – Consider the Care approach
- **I** – Implement the approach
- **D** – Disseminate to the team
- **E** – Evaluate or Expand

| Key area | Comments | Actions |
|--|----------|--|
| <p>Describe the Distress</p> <p>What did you see and hear?</p> | | <p>Time:</p> <p>Place:</p> <p>Who was around?</p> |
| <p>Explore and Empathise</p> <p>Why might the distress have occurred</p> | | <p>Pain Score:</p> <p>WIB Score:</p> <p>Cornell Score:</p> |
| <p>Consider the Care approach</p> <p>What can we do to prevent distress?</p> | | <p>Who has been involved?</p> <p>Do we need an MCA?</p> <p>Date completed:</p> |
| <p>Implement the approach (and any actions)</p> | | <p>Has a referral been made if required?</p> <p>To whom:</p> <p>Date:</p> |
| <p>Disseminate to the team</p> | | <p>10 at 10 meetings for 1 week and front of folder for 2 weeks to ensure all read</p> |
| <p>Evaluate or Expand</p> | | <p>Date:</p> |



Other Assessment tools

PAINAD – Pain assessment.

CORNELL – Scale for depression in Dementia.

WELL BEING PROFILE – Indicator for the individuals state of wellbeing in specific areas.



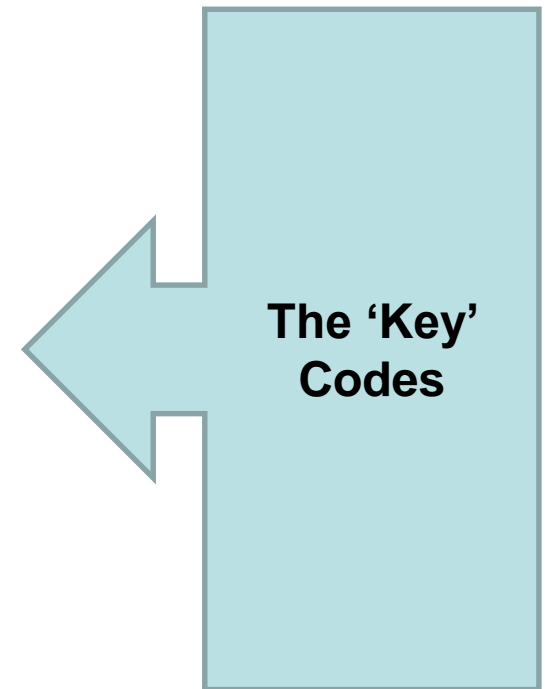
CAREFUL Observation

- Observational tool developed internally that is also linked to 7 domains of well being (Dr. Allen Power (Dementia beyond Disease) and supported by Christine Bryden who is living with dementia
- Key staff trained to observe and record the lived experience of a person with dementia
- Highlights staff interactions that provide emotional losses and gains



CAREFUL – what does it mean?

| | |
|---|----------------------------------|
| C | Chatting to self or other |
| A | Active or Engaged |
| R | Restful or Relaxed |
| E | Extending A Hand (Personal Care) |
| F | Food (Eating or Drinking) |
| U | Unattended (Maybe Distressed) |
| L | Life Skills (Maintaining Role) |



**The 7
Domains of
Well-Being**

Identity

Connectedness

Security

Autonomy

Meaning

Growth

Joy



**This is how we
record
emotional
losses and
gains**



Some outcomes to date!!

- **Care Home 1** – 63% reduction in distress displayed & and an average overall of 43% increase in well being
- **Care Home 2** – 56% reduction in distress displayed & an average overall of 62% increase in well being
- **Care Home 3** – 40% reduction in distress displayed & an average overall of 45% increase in well being

Thank you.
Any Questions?



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