

DEMENTIA CARE POLICY

CORE VALUES OF DEMENTIA CARE

The Service User's right to dignity

It is very important that people with dementia are treated with respect and to remember that a person with dementia is still a unique and valuable human being, despite their illness. This Policy will summarise the philosophies and arrangements within Kemfa care to ensure that this outcome is achieved.

- Dementia can lead to loss of dignity in both physical and emotional aspects, and a Service User may exhibit inappropriate behaviour. Kemfa care Staff must attempt to preserve dignity for the Service User by providing appropriate privacy and support.
- A Service User should at all times be treated as a person, and not as a medical case. They should not be made to feel a burden or a nuisance.
- If a Service User needs help with intimate personal activities, such as washing or using the toilet, do this sensitively and make sure the door is kept closed if other people are around.

Helping the Service User feel valued

The Service User with dementia needs to feel respected and valued for who they are now, as well as for who they were in the past.

- Kemfa care Staff should be flexible and tolerant;
- Take time to listen and have regular chats.

What's in a name?

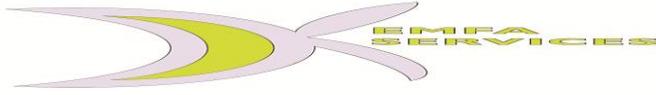
A Service User's sense of who they are is closely connected to the names the Service User recognises and prefers.

- A Service User should at all times be addressed respectfully in the manner by which he or she prefers; for example, either by their first name or more formally.

Respecting cultural values

Kemfa care Staff will be advised of a Service User's cultural or religious background, and any rules and customs so they can behave accordingly. These may include:

- respectful forms of address;
- what they prefer to eat;
- religious observances, such as prayers and festivals;
- particular clothing that Kemfa care Staff should or should not wear;
- any forms of touch or gestures that are considered disrespectful;
- ways of undressing;
- ways of dressing the hair;
- how the person washes or uses the toilet.



Acting with courtesy

Service Users with dementia have a fragile sense of self-worth; it is especially important that they continue to be treated with courtesy, however advanced their dementia.

- Kemfa care Staff should be kind and reassuring without talking down to a Service User;
- Always include a Service User in conversations; never talk over their head, especially if you are talking about them;
- Avoid scolding or criticising a Service User;
- Look for the meaning behind a Service User's words, even if a Service User does not seem to be making much sense. Whatever the detail of the conversation, the Service User is usually trying to communicate how they feel;
- Try to imagine how you would like to be spoken to if you were in a Service User's position.

Helping a Service User feel good about themselves

It is important to take account of a Service User's abilities, interest and preferences. These may change as the dementia progresses. It is not always easy but Kemfa care Staff should try to respond flexibly and sensitively.

Supporting the person to express their feelings

Dementia will affect a Service User's thinking, reasoning and memory, but the Service User's feelings remain intact. A Service User with dementia will probably be sad and upset at times and, in the earlier stages, the Service User may want to talk about their anxieties and the problems they are experiencing.

Kemfa care Staff should:

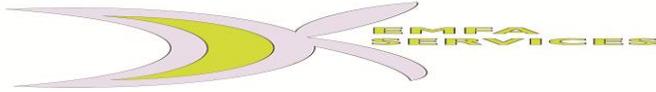
- try to understand how the Service User feels;
- make time to offer support rather than 'jolly them along';
- listen and show the Service User that we are there for them. Service User worries should not be brushed aside, however insignificant they may seem.

Offering simple choices

- Kemfa care Staff will ensure, whenever possible, the Service User is informed and consulted about matters that concern them. A Service User will be given every opportunity to make their own choices;
- Kemfa care Staff, when helping someone, will always explain what is being done and why. A Service User's reaction can usually be judged from their expression and body language;
- A Service User with dementia can find choice confusing and therefore choice should be kept simple. Questions should be phrased so that only a 'yes' or a 'no' is required. For example, "Would you like to wear your blue jumper today?" is preferable to "Which jumper would you like to wear today?"

Maintaining respect

- Avoid situations in which the person is bound to fail, as this can be humiliating. Look for tasks that they can still manage and activities they enjoy.



- Give plenty of encouragement. Let them do things at their own pace and in their own way;
- Do things with the person, rather than for them, to help them maintain their independence;
- Break activities down into small steps so that they feel a sense of achievement, even if they can only manage part of a task;
- Our self-respect is often to do with the way we look. Encourage the person to take pride in their appearance, and compliment them on how they look;
- Try not to correct what the person says to you, the accuracy of the information is not as important as what the person is trying to express.

Supporting other carers

Kemfa care will ensure that anyone involved in caring for the person has as much background information as possible, as well as information about their present situation. This will help Carers to see the person as a whole person rather than simply 'someone with dementia'. This may also help carers to feel more confident about finding conversation topics or suggesting activities that the person may enjoy.

It may help carers if they remember:

- Dementia is nothing to be ashamed of. It is no one's fault;
- If the Service User tends to behave in ways that other people find irritating or upsetting, this may be because of the dementia – it is not deliberate;
- The Service User with dementia may remember the distant past more clearly than recent events. They are often happy to talk about their memories, but anyone listening needs to be aware that some of these memories may be painful;
- Each Service User with dementia is a unique individual with their own experiences of life, their own needs and feelings and their own likes and dislikes;
- Although some symptoms of dementia are common to everyone, dementia affects each person in different ways;
- We all need to feel valued and respected and it is important for the Service User with dementia to

feel that they still have an important part to play in life. Give encouragement and reassurance and

support to other family members so that they may also understand the Service User's needs and concerns.