An Innovative Approach to Quality Dementia Care

‘The McCusker Nurse’

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About 300,000 Australians suffer from dementia, most live in the community cared for by their wife, husband or adult children totalling 200,000 carers (O’Dwyer:2013).

Struggling dementia Carers consider Suicide: A Griffith University, QLD, study by O’Dwyer 2013 states:

“... one in four people who care for a family member with Dementia has considered suicide more than once in the past year. Many also admitted they were at risk of attempting suicide in the future.”

approximately 50,000 carers are/or have considered suicide
• From the time a diagnosis is made, the carer of every person living with dementia (PLWD) will be allocated their own McCusker Nurse.

  to reduce Carer burden

  clarify dementia services and information

  review options and facilitate referrals
The Service began as a trial in the North Metropolitan area of Perth, Western Australia (WA).


With additional funding the service will expand into:
- other metropolitan area
- into rural and remote regions
AIM:

“Reduce carer burden as well as help them to avoid reaching a crisis point by providing expert advice, information & education in relation to Dementia Care.

Irrespective of what or if they receive Commonwealth Government Funded Services linking to appropriate services as soon after diagnoses as possible.”
OBJECTIVES:

Without duplicating an existing Nursing service -

• provide a free one-stop-shop of information for the carer

• facilitate links to Dementia and Aged Care services

• review Dementia related risk factors of the carer and PLWD
GOAL:

• empower the carer to enable the PWLD to live at home safe and in familiar surroundings for as long as is practicable

• minimise premature admission into permanent care

• reduce hospitalisation
The first of its kind in Australia, The McCusker Nurse Service has received several awards for innovation. These include -

- The “Mental Health Good Outcomes Award 2012” for prevention, promotion and or early intervention Service or Program (Edith Cowan University, WA)

- The “Aged & Community Services, WA (ACSWA Award) 2012” for new project innovation and best Practice
Access to McCusker Nurse Service

The service is available during business hours

Monday – Friday

- to informal carers of:
  - PLWD
  - mild cognitive impairment ‘MCI’ or seeking a diagnosis

- The anticipated maximum case load was 100 clients

- To date 370 clients have accessed the service (June 2010 – May 2013).
Phase 1
- Key Stakeholder within the Aged Care and Dementia sector: ACAT AAWA CCRC WA Health and Aging

Phase 2
- Community Aged Care Providers:
  Variety of Service providers  Day Centres

Phase 3
- Perth North Metro Medicare Local (GP Network):
  Practice Managers North of the river
Identify Carer Burden

reinforce educate support & facilitate links to:

Clinical: GP’s, Physio’s, OT’s, Geriatrician’s

health & aged care Services
Type of Support

- The type of ‘Carer Support’ varies:
  - a general phone call or enquiry
  - home visit(s) face to face contact
  - telephone follow up
  - and more intensive support as situations arise

It is anticipated after linking the Carer to appropriate services contact with McCusker Nurse will reduce.

Although a small number of clients may feel the need for ongoing support.
Referrals From

Aged Care & Dementia specific Agencies

Hospitals
Osborne Park
SCGH
HPH JHC

ACAT
RAILS Nurse
Social Workers
Memory Clinics

Geriatricians
GP’s

‘Nurses’
Parkinson
Continence Advisory

Community Care Services

AMANA LIVING

CCRC
RAS Teams
Service Providers

Service Providers
HACC CACP
EACH, EACH-D

Dementia Specific Services

AAWA
Support Services

Day Centres

DBMAS

Retirement Living
How Clients Learnt About the Service

- Hospital Social Workers: 6%
- Local Newspaper: 9%
- GP: 9%
- Friend: 13%
- Miscellaneous: 19%
  - Internet: Community: DBMAS
  - Carer Groups: CCRC: AAWA
- ACAT: 22%
- Amana Living Services: 22%
Referral Groups

AAWA Alzheimer's Australia, WA Services

DBMAS

Commonwealth Carer Respite Centre

RAS Teams

Assistive Technology AAWA
Just Checking

Medical Services
OAMHS
GP
Geriatricians
Mobile Dentist

Parkinson's Nurses
Continence Advisory Service
CMAS
Silver Chain
PRA

CARES WA
Advocare
Services providers
Counselling Help Lines
Assessment Tools - MCSI

- Modified Caregiver Strain Index: ‘MCSI’

- McCusker Nurse Satisfaction Survey

Malone: 2012 - Results from McCusker Nurse Satisfaction Survey
Thornton & Travis: 2003 – Modified Caregiver Strain Index.
MCSI is a comprehensive 13 question caregiver assessment tool self administered.

It measures the level of caregiver burden, a consequence of providing long term care to a disabled adult.

- general health
- depression
- grief
- fatigue

Thornton & Travis: 2003 – Modified Caregiver Strain Index.
Question # 1.

My sleep is disturbed:

- (For example: the person I care for is in and out of bed or wanders at night)

Thornton & Travis: 2003 – Modified Caregiver Strain Index.
‘MCSI’ Question 4: 6mth follow up

- **Question # 4.**
- **Caregiving is confining:**
  - (For example: helping restricts free time or I cannot go visiting)
Percentage Changes @ 6/12

Dementia progressed, other health issues plus.................

30%

6.25%

Combined Interventions: access to education, Support & Services

63.75%

Thornton & Travis: 2003 – Modified Caregiver Strain Index.
McCusker Nurse Satisfaction Survey

Outcomes:

- Satisfied: Very
- Unsatisfied: Very
- Moderately
- Moderately

Malone: 2012 - Results from McCusker Nurse Satisfaction Survey
Survey population 100
Survey respondents n = 80

- Q 3. How satisfied were you with: the Information provided?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Very Satisfied</td>
<td>98.46%</td>
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<tr>
<td>Moderately Satisfied</td>
<td>1.54%</td>
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Q 6. Did you feel you were listened to?

- Very Satisfied: 98.43%
- Moderately Satisfied: 1.57%
The Biggest difference the McCusker Nurse has made

- 'Having an understanding ear and someone to bounce ideas off. Feeling understood and supported'
- 'A friend to share confidences with. In the background yet readily available with a listening ear'
- 'Someone to ring and talk to'
- 'The McCusker Nurse was able to support the family during a very difficult time with practical suggestions and care for to the whole family as we are all part of the disease'
- 'Has helped me to understand the problems with coping with Alzheimer's'
- 'Guiding me in the right direction to manage the everyday problems'

Malone: 2012 - Results from McCusker Nurse Satisfaction Survey
Do you have any Suggestions?

- More nurses are needed throughout the community.

  - More PR on this service and more McCusker Nurses please!
• References

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• Image 1: http://mccamyyy.files.wordpress.com/2011/08/swan_river_map1.png?w=300&h=300
Questions
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